

North Carolina COVID-19 Vaccine Management System (CVMS)

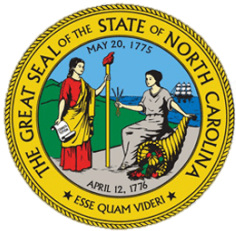
Provider Portal

Step 10 - Check-in recipients and document vaccination

User Guide

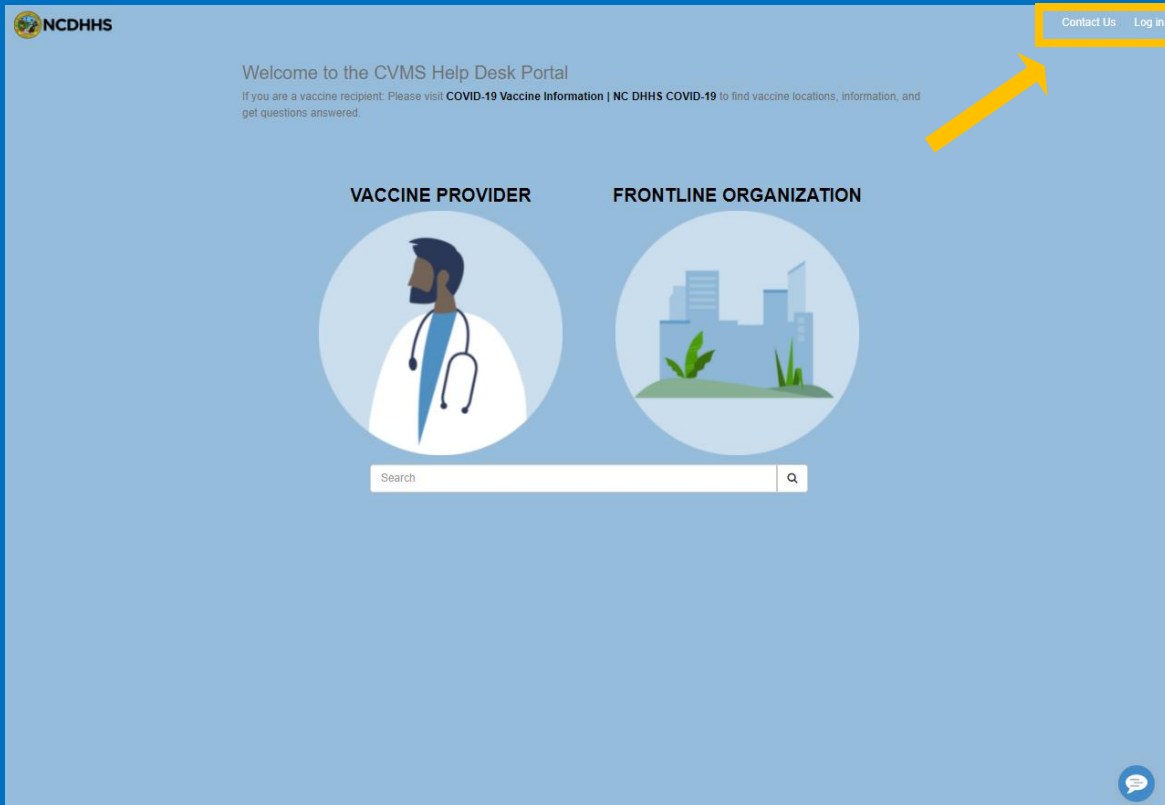
Version 16

September 10, 2021



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**





If you have any questions, issues or requests, please go to the CVMS Help Desk Portal* at https://ncgov.servicenowservices.com/csm_vaccine

You can also call the COVID-19 Vaccine Provider Help Desk at **(877) 873-6247** and select option 1. The COVID-19 Vaccine Provider Help Desk is available during the following hours:
Monday to Friday: 7 am – 7 pm ET
Saturday & Sunday: 8 am – 4 pm ET

* On the home page of the CVMS Help Desk Portal, select Login at the top right-hand corner, then select the "**Vaccine Provider**" option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:

1. Register for an account by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, and business e-mail
3. You will receive an e-mail with your username and temporary password to log into the portal

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Overview

Overview



[Home](#)[Recipient](#)[Appointments](#)[Slot Management](#)[Help & Information](#)

You are currently logged in as Clinic Location1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Today's Appointments

TIME

Mar 09, 21, 05:01 AM

Mar 09, 21, 01:17 PM

Mar 09, 21, 01:25 PM

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Name

Space Test

Date Of Birth

MM/DD/YYYY

Email

Search Email

Search

Search Results

Name	DOB	Email	Vaccine
Space t Test	1997-03-17	rohiniuat@mailinator.com	Group

Please be sure to bookmark this site: <https://uat-ncdhhs.cs33.force.com/VaccineProvider>

In this User Guide, we will discuss how the Healthcare Provider will be able to create recipient records, register recipients, book appointments for recipients, record the details of their vaccine administration, edit the recipient’s information or vaccine administration details, and view the recipient’s vaccine information.

It is important to note that to document a recipient Vaccine Administration in CVMS, the recipient **MUST BE** registered in CVMS. Registered in CVMS means the Recipient Record is found in CVMS, and the **COVID-19 Vaccine Registration** form is complete.

This set of activities can be performed by a user with a **HEALTHCARE PROVIDER, HEALTHCARE LOCATION MANAGER, or Statewide Location Manager.**

If your location enabled the scheduling feature in CVMS, please also check the Scheduling Feature at Point of Care and Vaccine Administration section of this guide.

You will also need to:

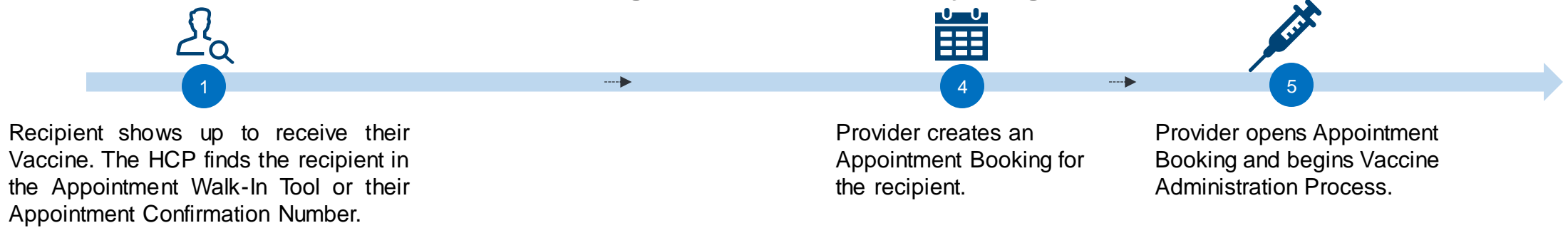
- Use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers
- Log into the CVMS Provider Portal at <https://covid-vaccine-provider-portal.ncdhhs.gov> using your NCID username and password.

Now, let’s get started!

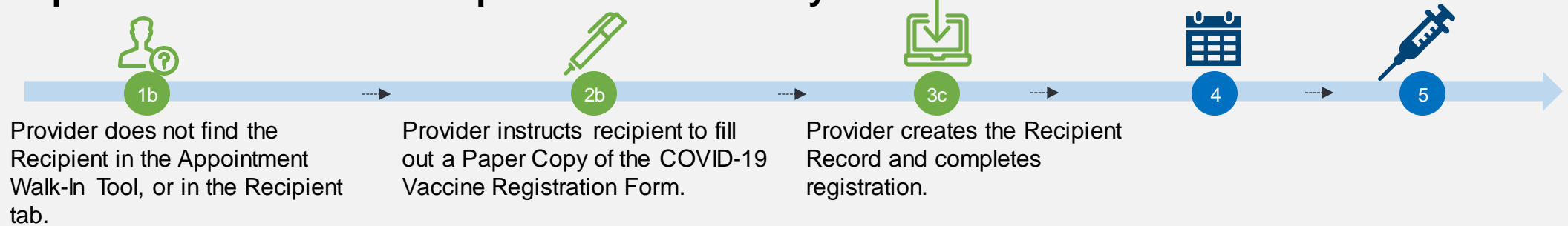
Checking-in a Recipient at the Front-desk of the Point of Care

Appointment Walk-In Booking Process

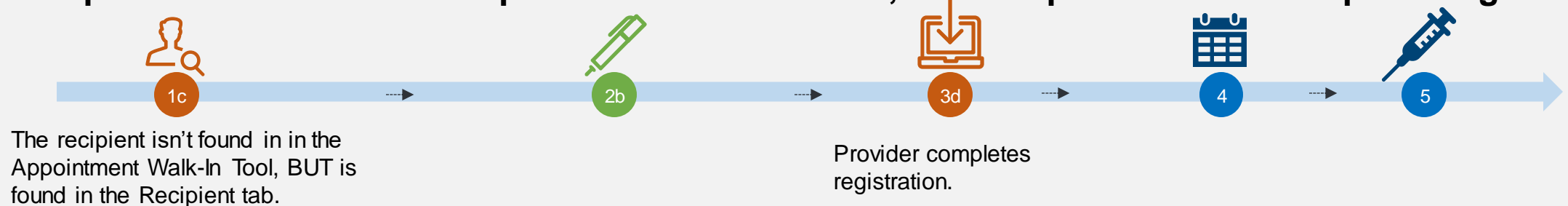
Standard Appointment Walk-in Booking – Recipient Already Registered on COVID-19 Vaccine Portal



Exception 1 – What if the Recipient Record is not yet Created?



Exception 2 – What if the Recipient Record is Created, but Recipient did not Complete Registration?




Confirm Location of Operations

(only for users associated to multiple locations)

Step 1 of 4: Verify Location for Operations

Before you begin logging checking in recipients for **VACCINE ADMINISTRATION**, you will need to verify which location you are operating from.

The current location you are operating from is displayed at the top left of the screen. If the location is correct, no further action is required.



Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

Vaccine Marketplace

Shipments

More

You are currently logged in as TestLoc

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
------	---------	-------------	----------

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager


Tips

To learn more about getting access to other locations, speak to your location's **HEALTHCARE LOCATION MANAGER** in charge of setting up user accounts.

Step 2 of 4: Begin Switching Locations

If the location needs to be changed (e.g., you are operating in a different clinic location than the one currently displayed), continue following the instructions in this section.

- 1. Select the **SWITCH LOCATIONS** button
- 2. A pop-up window will appear asking you to select the location you would like to be operating in



Home Recipient Appointments **Locations** Bulk Registration Vaccine Inventory Vaccine Marketplace Shipments More ▾

You are currently logged in as TestLoc

Switch Locations

Recipient Check

You can check in a recipient by entering their

Appointment Confirmation Number

No Appointment Confirmation Number

Search Appointments

Appointment Walk-In

Select the location to proceed:

Location Name ▾	Street ▾	City ▾	State ▾	Country ▾	Postal Code ▾
<input type="radio"/> TestLoc	333 aut	townsville	North Carolina	USA	00220
<input type="radio"/> Training Team Vaccine Provider - Site 1	1332 Turner Woods Drive				
<input type="radio"/> Training Team Vaccine Provider - Site 2	1332 Turner Woods Drive				

Submit

Close

LOCATION

Audience

Healthcare Provider

Healthcare Location Manager

Statewide Location Manager

Step 3 of 4: Submit New Location To Operate In

- 1. Select the location that you would like to operate in
- 2. Verify that the address matches the desired location
- 3. Click **SUBMIT**

Select the location to proceed:

Location Name	Street	City	State	Country	Postal Code
<input type="radio"/> TestLoc	333 aut	townsville	North Carolina	USA	00220
<input checked="" type="radio"/> Training Team Vaccine Provider - Site 1	1332 Turner Woods Drive				
<input type="radio"/> Training Team Vaccine Provider - Site 2	1332 Turner Woods Drive				

Submit

Close

Audience

Healthcare Provider

Healthcare Location Manager


Statewide Location Manager

Tips

To see a list of locations you have access to operate in / can search for, speak to your location's **HEALTHCARE LOCATION MANAGER** or your location's **VACCINE COORDINATOR**.

Step 4 of 4: Confirm Successful Location Switch

Verify that the location successfully switched by checking the display at the top left of the Home Tab.



Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

Vaccine Marketplace

Shipments

More

You are currently logged in as Training Team Vaccine Provider - Site 1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
------	---------	-------------	----------

Audience


- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Standard Point of Care Walk-in Appointment: Recipient is Registered in COVID-19 Vaccine Portal

Step 1 of 5: Navigate to the CVMS Provider Portal Home Page

From the **HOME PAGE**, you will complete a simple **SEARCH** using the **APPOINTMENT WALK-IN TOOL** on your home page before the recipient receives the COVID-19 vaccine.

Note: If you do not have the scheduling feature in CVMS enabled, you will not see the **RECIPIENT CHECK-IN** tool on the Home Tab. For more information, refer to the **Scheduling Feature at Point of Care and Vaccine Administration** section of this guide.



Home

Recipient

Appointments

Help & Information

You are currently logged in as Clinic Org1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Apr 12, 21, 07:00 PM	Carla Newman Dose 2 Scheduled	03147476	Clinic Org1
Apr 12, 21, 09:44 AM	Walk-inFNa walk-Walk-inLNa Dose 1 Scheduled	03499052	Clinic Org1
Apr 12, 21, 09:00 AM	Test test test Dose 1 Scheduled	03498435	Clinic Org1
Apr 12, 21, 08:00 AM	PerfTestMar2101 PerfTestMar2101 Dose 1 Scheduled	03498867	Clinic Org1
Apr 12, 21, 08:00 AM	PerfTestMar2101 PerfTestMar2101 Dose 1 Scheduled	03498473	Clinic Org1

View all

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Name

Date Of Birth

MM/DD/YYYY

Email

Search

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips

If you have access to **multiple locations in CVMS**, be sure to look at the location you are operating in by looking at the **top left of the screen under the Tabs bar**.

If you need to change the location to match where you are operating for the day, select the **SWITCH LOCATIONS** button and choose the applicable location.

Step 2 of 5: Search for the Recipient

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Name

Walkin Example

Date Of Birth

MM/DD/YYYY

Email

Search Email

Search

To get started, you will search for the **RECIPIENT** to help you **VERIFY IDENTITY** before creating their appointment.

1. Enter the recipient’s **NAME, DATE OF BIRTH** and / or **EMAIL ADDRESS** in the Appointment Walk-in Tool located on the Home Page
2. Only one field is required to search
3. Click **SEARCH**

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Tips

To narrow your recipient search results, you can enter all search fields to help you find the recipient faster.

Note: To document a recipient Vaccine Administration in the CVMS Provider Portal, the recipient **MUST BE** registered in CVMS. Registered in CVMS means the Recipient Record is created, and the COVID-19 Registration Form is complete.

Step 3 of 5: Review Recipient's Information

After clicking search, you will see your **RECIPIENT SEARCH RESULTS** populate underneath the Appointment Walk-In Tool. You will be able to view the Recipient's **NAME, DATE OF BIRTH (DOB), EMAIL, VACCINE PRODUCT NAME** (if they have already received a dose), **VACCINE DOSE STATUS**, and **DATE OF ADMINISTRATION** (if they have already received a dose).

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Name

Walkin Example

Date Of Birth

MM/DD/YYYY

1965-12-12

Email

Search Email

Search

Search Results

1 records found

Appointment Booking

Name	DOB	Email	Vaccine Product Name	Vaccine Dose Status	Date of Administration
<input type="radio"/> Walkin Example	1965-12-12	wexample@mailinator.com		Registered	

Please be sure to bookmark this site: <https://uat-ncdhhs.cs33.force.com/VaccineProvider>

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Tips

VACCINE DOSE STATUS indicates where a recipient is in their progress toward being vaccinated. Possible statuses include:

- REGISTERED
- DOSE (1, 2, or Additional) SCHEDULED
- DOSE (1, 2, or Additional) ADMINISTERED
- DOSE (1, 2, or Additional) CANCELLED

Step 4 of 5: Create the Appointment Booking

Once you verified the recipient’s identity, you can officially **CREATE THEIR APPOINTMENT BOOKING**. This can occur for a recipient’s first dose, second dose, or an **ADDITIONAL DOSE** if one is required.

- 1. In your **SEARCH RESULTS**, select the **CORRECT RECIPIENT RECORD**
- 2. Click **APPOINTMENT BOOKING** (you may also click the arrow to the right to select which specific appointment this is for – selecting a specific dose appointment will not affect which vaccine dose you may select during vaccine administration)
- 3. A message confirming the appointment booking was created will appear
- 4. Click **OK**

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Search Results

1 records found

Appointment Booking

Dose 1

Dose 2

Additional Dose


Name	DOB	Email	Vaccine Product Name	Vaccine Dose Status	Date of Administration
<input checked="" type="radio"/> Walkin Example	1965-12-12	wexample@mailinator.com		Registered	

Please be sure to bookmark this site: <https://uat-ncdhhs.cs33.force.com/VaccineProvider>

Step 5 of 5: Review the Appointment Booking

The appointment that is created will be available to you under **TODAY'S APPOINTMENTS**.

To begin the **VACCINE ADMINISTRATION** process, the recipient will require an **APPOINTMENT BOOKING** or **APPOINTMENT CONFIRMATION NUMBER** (if scheduling feature in CVMS is enabled).



HomeRecipientsAppointmentsHelp & Information

You are currently logged in as Clinic Org1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Apr 12, 21, 01:11 PM	Walkin Example Dose 1 Scheduled	03499186	Clinic Org1

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Note: To know more about the **VACCINE ADMINISTRATION** process, please refer to the **Enter a Vaccine Administration Record** section of this user guide.

Exception 1: Recipient Record is not yet Created in CVMS

Step 1 of 9: Navigate to the CVMS Provider Portal Home Page

- 1. From the **HOME PAGE**, enter the recipient's name in the **APPOINTMENT WALK-IN TOOL**
- 2. If the recipient's record does not appear, this means that the recipient is either not registered or does not have a record

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Name

Fred NewRecipient

Date Of Birth

MM/DD/YYYY

Email

Search Email

Search

No search results found or User's Eligibility is not Approved.

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Jan 19, 21, 10:59 AM	Test-1.4 Scenario145 Dose 1 Scheduled	00112065	Clinic ABC Loc 1
Jan 19, 21, 03:01 PM	Walkin Example Dose 1 Scheduled	00111942	Clinic ABC Loc 1

Please be sure to bookmark this site: <https://uat3-ncdhhs.cs32.force.com/VaccineProvider>

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager


Step 2 of 9: Search for the Recipient Record

To see if the recipient has a record, but is not yet registered, search for them in the **RECIPIENT** tab.

- 1. Navigate to the **RECIPIENT** tab
- 2. Enter the recipient's **NAME** (first name and last name) in the search bar, being sure to enter at least three characters to receive any results
- 3. To help narrow results, enter the recipient's **DATE OF BIRTH** or **EMAIL ADDRESS** in the appropriate field

Note: The Date of Birth field can only be used if there is a name or email address in the search bars, and cannot be used by itself

- 4. Click **SEARCH**



Home

Recipient

Appointments

Help & Information

Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Search

Recipients within CVMS

0 records found

First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Pro...	Recipient D...	Date of Adm...	Email	Inactive Rea...
------------	-------------	-----------	---------------	--------	----------------	----------------	----------------	-------	-----------------

Recipients from Long Term Care/Federal Pharmacy Programs

First Name	Last Name	Date of Birth	Gender	Dose Number	Vaccine Manufacture...	Vaccination Administrati...
------------	-----------	---------------	--------	-------------	------------------------	-----------------------------

No results, please search again.

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Tips


A Vaccine Administration cannot be documented in CVMS if the recipient is not registered in CVMS.

Registration is complete when the **COVID-19 Vaccine Registration** form is entered into CVMS. This can occur in the **COVID-19 VACCINE PORTAL** or the **CVMS PROVIDER PORTAL**.

Step 3 of 9: Search for the Recipient Record

After clicking search, the **RECIPIENT SEARCH RESULTS** will populate in either the **RECIPIENTS WITHIN CVMS** section, or the **RECIPIENTS FROM LONG TERM CARE/FEDERAL PHARMACY PROGRAMS** section

If there are **NO** results in the **RECIPIENTS WITHIN CVMS** section, or the **CORRECT** recipient cannot be found, this indicates that the recipient does not have a record in CVMS, and must be created on-site



Home

Recipient

Appointments

Help & Information

Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Search

Recipients within CVMS

0 records found

First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Pro...	Recipient D...	Date of Adm...	Email	Inactive Rea...
No results, please search again.									

Recipients from Long Term Care/Federal Pharmacy Programs

First Name	Last Name	Date of Birth	Gender	Dose Number	Vaccine Manufacture...	Vaccination Administrati...
No results, please search again.						

Audience

Healthcare Provider

Healthcare Location Manager

Statewide Location Manager

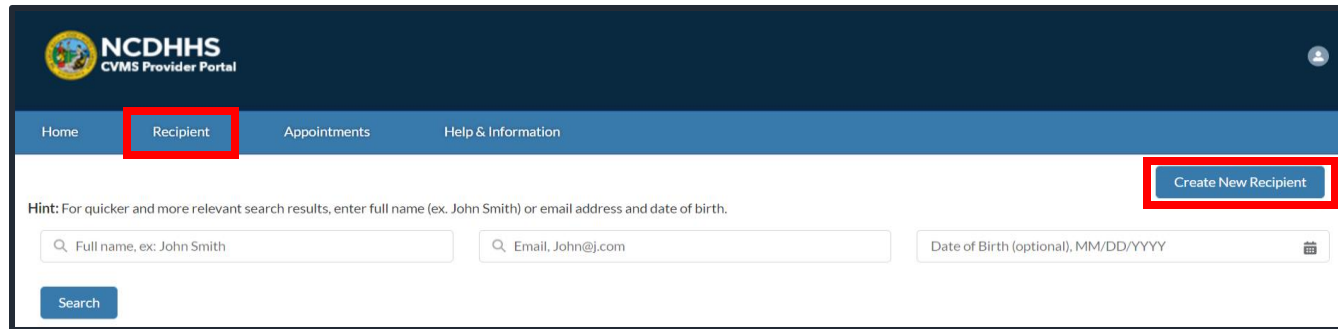
Tips

For more information on how to handle recipient search results that appear in the **RECIPIENTS FROM LONG TERM CARE/FEDERAL PHARMACY PROGRAMS** section, please see the **Other Operations in Recipient Point of Care** portion of this User Guide.

Step 4 of 9: Ask the recipient to answer the COVID-19 Vaccine Registration Form

OPTION 1 – Register the recipient by filling out the COVID-19 Vaccine Registration form with the recipient

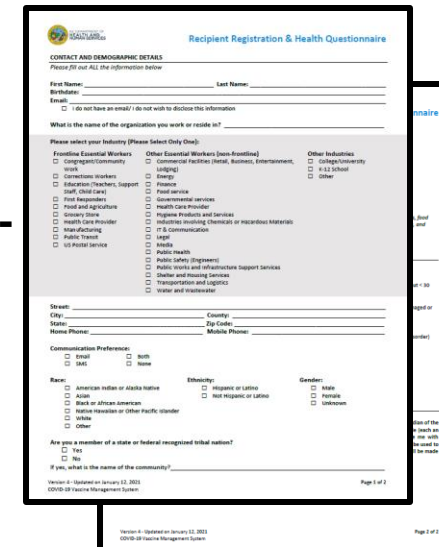
1. Click the **CREATE NEW RECIPIENT** button on the **RECIPIENT** tab to bring up a pop-up form, read the questions and type the recipient's answers



The screenshot shows the NCDHHS CVMS Provider Portal. The 'Recipient' tab is highlighted with a red box. Below the navigation bar, there is a search bar with a hint: 'Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.' The 'Create New Recipient' button is also highlighted with a red box.

OPTION 2 – Ask the recipient to answer the questions on a Paper Copy

1. Instruct the recipient to fill out a paper copy of the COVID-19 Vaccine Registration form (the PDF file is available under the **HELP & INFORMATION TAB** or on the NC Immunization Branch website at [CVMS User Guides, Recorded Trainings and Upcoming Trainings | NC DHHS COVID-19](#) labeled as **RECIPIENT REGISTRATION AND COVID-19 VACCINE ADMINISTRATION FORM** (in English and Spanish)
2. Give the recipient a few minutes to fill the form
3. Click the **CREATE NEW RECIPIENT** button on the **RECIPIENT** tab to bring up a pop-up form



The screenshot shows the 'Recipient Registration & Health Questionnaire' form. It includes sections for 'CONTACT AND DEMOGRAPHIC DETAILS', 'Please select your industry (Please Select Only One)', 'Please select your profession (Please Select Only One)', 'Please select your ethnicity (Please Select Only One)', and 'Please select your gender (Please Select Only One)'. The form is in English and Spanish.

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips

Print several copies of the **COVID-19 Vaccine Registration form** to keep on hand to provide recipients.

Step 5 of 9: Create the Recipient Record

Create New Recipient

* First Name

Fred

Middle Name

* Last Name

NewRecipient

Email

frednewrecipient@mailinator.com

No Email Provided

☐

* Birthdate (MM/DD/YYYY)

Dec 12, 1944



Cancel

Create Recipient

Fill in the required fields.

1. If the recipient cannot provide an email address, select the **NO EMAIL PROVIDED** checkbox. Please inform the recipient that in the absence of an email address, it will not be possible for them to connect to the COVID-19 Vaccine Portal and view their Vaccine Information PDF. You can however access the Vaccine Information PDF from the CVMS Provider Portal and print it for them if needed
2. Enter **BIRTHDATE**
3. Select **CREATE RECIPIENT**

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Step 6 of 9: Begin the recipient's COVID-19 Vaccine Registration

Once the recipient is created, a new browser tab will open for you to fill out the recipient's **COVID-19 Vaccine Registration** form using the paper copy the recipient filled out.


- 1. Review the information statement
- 2. Click **NEXT**

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager



[Home](#) [Recipient](#) [Appointments](#) [Help & Information](#)

Vaccine Registration for: Fred NewRecipient

Introduction

Contact and Demographic Detail

Confirmation

COVID-19 Vaccination Registration

Please complete the registration form for COVID-19 vaccination, which should take less than 5 minutes to complete.

Information about your COVID-19 vaccination is carefully managed to protect your privacy. Your immunization information will not be shared except in accordance with state and federal law. NC CVMS is a system that enables the collection of immunization information for health and safety reasons. The immunization information collected for NC CVMS is similar to the information that is required when you go to the doctor's office or a pharmacy for a vaccination, including your name, address, date of birth, location where vaccine was given, when the vaccine was given, person who administered the vaccine, information about the specific vaccine vial (expiration date, vaccine identifier number, etc.) and how the vaccine was given (e.g., in the muscle of the right arm). NC CVMS also collects information about race and ethnicity, which is necessary to support efforts for equitable vaccine distribution in NC. To meet federal requirements established by the U.S. Centers for Disease Control and Prevention (CDC) and in accordance with NC state law, NC does not submit any identifiable information to CDC. Instead of the CDC requested identifying information, NC is currently submitting the vaccine recipient's year of birth (not date of birth), the first 3 digits of the vaccine recipient's zip code of residence (if the underlying population in that zip code includes more than 20,000 people) and the date of submission of the vaccination record. More information about federal CDC data requirements is available at: <https://www.cdc.gov/vaccines/covid-19/reporting/requirements/index.html>

Next

Step 7 of 9: Enter the Recipient's Demographic Information and Vaccine Group

- 1. Enter the recipient's demographic information, contact information, language, and disability as entered by the recipient on **COVID-19 Vaccine Registration form**
- 2. Click **NEXT**

Vaccine Registration for: Fred NewRecipient

Introduction

Contact and Demographic Detail

Confirmation

Please provide the information below. Items with a * are required.

* First Name

Fred

Middle Name

* Last Name

NewRecipient

* Address Line 1

Address Line 2

* City

* County

--None--

* State

--None--

* Zip Code

Email (Will allow you to access your vaccine information in the COVID-19 Vaccine Portal.)

frednewrecipient@mailinator.com

Home Phone

Mobile Phone

* The best way to contact you

--None--

* Date of Birth (MM/DD/YYYY)

Dec 12, 1944

* Race

--None--

* Ethnicity

--None--

* Gender

--None--

Preferred Language

--None--

*Providing a Language preference will not provide translated text/communication, except Spanish.

Please check all disabilities that apply to you:

☒ Not Disabled

☐ Cancer

☐ Cognitive (Psychological or Psychiatric)

☐ Neurological

☐ Physical (Mobility)

☐ Respiratory

☐ Sensory (Vision or Hearing)

☐ Other (Please Specify)

Next

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips

We strongly encourage recipients to provide a valid email address as it will give them access to the COVID-19 Vaccine Portal, from where they can download their Vaccine Information PDF.

If a recipient lives in an apartment or suite, use the optional **ADDRESS LINE 2** field.

Step 8 of 9: Submit the Recipient's Information

Review the information you entered from the paper copy of the **COVID-19 Vaccine Registration form**.

- 1. Validate that the information entered matches the information given by the recipient
- 2. To make changes, select **PREVIOUS**
- 3. If the information is correct, select **SUBMIT**

NCDHHS
CVMS Provider Portal

Home Recipient Appointments Help & Information

Vaccine Registration for: Fred NewRecipient

Introduction Contact and Demographic Detail Confirmation

[Confirm and submit to enroll](#)

Please review the information below and confirm that it is correct. Click submit to complete your registration.

Background Information

First Name Fred
Middle Name
Last Name NewRecipient
Address 123 Main Street
City Raleigh
County Wake
State North Carolina
Zip Code 12345
Country: United States
Email frednewrecipient@mailinator.com
Home Phone
Mobile Phone
The best way to contact you None
Date of Birth (MM/DD/YYYY) 12/12/1944
Race White
Ethnicity Not Hispanic or Latino
Gender Male

Preferred Language English
Disability Neurological | Respiratory | Sensory (Vision or Hearing)

[Previous](#) [Submit](#)

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips

If you have any questions about what a recipient wrote on a paper registration form, ask them for clarification before submitting.

Step 9 of 9: Verify the Recipient's Registration

- 1. The **REGISTRATION IS COMPLETE**
- 2. The recipient's **RECIPIENT DOSE STATUS** is updated to **REGISTERED** and is visible on the Recipient tab

HomeRecipientAppointmentsHelp & Information

Vaccine Registration for: Fred NewRecipient

Introduction

Contact and Demographic Detail

Confirmation

Your registration is complete

Thank you for completing the registration process. Please remember that registration does not mean that you are currently eligible to be vaccinated or that you have an appointment. A free COVID-19 vaccine will be available to all who want it, but supplies are currently limited. Get accurate information about COVID-19 vaccines at [YourSpotYourShot.NC.Gov](#).

HomeRecipientAppointmentsHelp & Information

Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Q Fred NewRecipient

Q Email , John@j.com

Date of Birth (optional), MM/DD/YYYY

Search

Recipients within CVMS

1 records found

First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Produ...	Recipient Dose...	Date of Admini...	Email	Inactive Reason
Fred		NewRecipient	Dec 12, 1944	Male		Registered		frednewrecipient@...	

Audience


- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Tips

If the recipient informs you that their health information is **NOT CORRECT**, ask the recipient to **UPDATE** their information (e.g., responses to COVID-19 Vaccine Registration form) in the **COVID-19 VACCINE PORTAL** or you can directly edit the registration information in the CVMS Provider Portal.

Finalize Walk-In Appointment Booking

Now that the recipient has been registered successfully, you can return to the **HOME** page and follow the Standard **APPOINTMENT WALK-IN** Booking process.



[Home](#) [Recipient](#) [Appointments](#) [Slot Management](#) [Help & Information](#)

You are currently logged in as Clinic Location1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Mar 09, 21, 05:01 AM	Test Tall Recipient-1 Dose 1 Scheduled	03045743	Clinic Location1
Mar 09, 21, 01:17 PM	Test6 NC EHR Dose 1 Scheduled	03045771	Clinic Location1
Mar 09, 21, 01:25 PM	Test7 NC EHR Dose 2 Scheduled	03045775	Clinic Location1

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Name

Date Of Birth

MM/DD/YYYY

Email

Search

Search Results

Appointment Booking

Name	DOB	Email	Vaccine Group:	Vaccine Dose Status
<input type="radio"/> Space t Test	1997-03-17	rohiniuat@mailinator.com	Group 4	Dose 1 Scheduled

Please be sure to bookmark this site: <https://uat-ncdhhs.cs33.force.com/VaccineProvider>

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Exception 2: Recipient Record is Created in CVMS, but Recipient did not Complete Registration

Step 1 of 7: Navigate to the CVMS Provider Portal Home Page

The process to register an existing recipient begins on the **HOME PAGE**. You will verify that the recipient's name does not appear in the **APPOINTMENT WALK-IN TOOL**. Similar to the previous scenario, this means that the recipient is either not registered or does not have a record.

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Name

Jill NotRegistered

Date Of Birth

MM/DD/YYYY

Email

Search Email

Search

No search results found or User's Eligibility is not Approved.

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Jan 19, 21, 10:59 AM	Test-1.4 Scenario145 Dose 1 Scheduled	00112065	Clinic ABC Loc 1

Please be sure to bookmark this site: <https://uat3-ncdhhs.cs32.force.com/VaccineProvider>

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips

If the recipient does appear in the **APPOINTMENT WALK--IN TOOL**, refer to **Standard Point of Care Walk-in Appointment** section of this User Guide.

Step 2 of 7: Search for the recipient

To check for the recipient's record, search for them in the **RECIPIENT** tab.

1. Navigate to the **RECIPIENT** tab
2. Enter the recipient's **NAME** (first name and last name) in the search bar, being sure to enter at least three characters to receive any results
3. To help narrow results, enter the recipient's **DATE OF BIRTH** or **EMAIL ADDRESS** in the appropriate field

Note: The Date of Birth field can only be used if there is a name or email address in the search bar, and cannot be used by itself

4. Click **SEARCH**

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips

You will not be able to log a recipient vaccine administration if the recipient is not registered in CVMS.

Registration is complete when a recipient's answers to the COVID-19 Vaccine Registration form are entered into CVMS.

NCDHHS CVMS Provider Portal

Home **Recipient** Appointments Help & Information

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Q Jill W NotRegistered

Q Email , John@j.com

Date of Birth (optional), MM/DD/YYYY

Search

Recipients within CVMS

1 records found

First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Produ...	Recipient Dose...	Date of Admini...	Email	Inactive Reason
Jill	W	NotRegistered	Dec 11, 1945						

Step 3 of 7: Verify the Recipient's Registration

After clicking search, the **RECIPIENT SEARCH RESULTS** will populate in the **RECIPIENTS WITHIN CVMS** section. You will be able to verify that the recipient has a record but is not yet registered.

- 1. Click on the recipient's **NAME** to open the recipient's record
- 2. Verify that the recipient is not yet registered by confirming their **RECIPIENT DOSE STATUS** is blank
- 3. If the recipient is not yet registered, select the **REGISTER** button

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips

For more information on how to handle recipient search results that appear in the **RECIPIENTS FROM LONG TERM CARE/ FEDERAL PHARMACY PROGRAMS** section, please see the **Other Operations in Recipient Point of Care** portion of this User Guide.

Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

Vaccine Marketplace

More

Person Account

Jill W NotRegistered

Register

Schedule First Dose Appointment

Schedule Second Dose Appointment

Birthdate

Gender

Mobile

Email

Recipient Dose Status

12/11/1945

DETAILS

RELATED

Account Name

Jill W NotRegistered

Birthdate

12/11/1945

Gender

Ethnicity

Step 4 of 7: Collect the Recipient's Demographic Information

Just as when registering a new recipient, a new browser tab will open for you to fill out the recipient's **COVID-19 Vaccine Registration form**.

- 1. Instruct the recipient to fill out a paper copy of the COVID-19 Vaccine Registration form (the PDF file is available under the **HELP & INFORMATION TAB** or on the NCDHHS website at <https://covid19.ncdhhs.gov/recipient-registration-and-vaccine-administration-form> (English) and <https://covid19.ncdhhs.gov/recipient-registration-and-covid-19-vaccine-administration-form-spanish> (Spanish)
- 2. Click **NEXT**

Vaccine Registration for: Jill W NotRegistered

Introduction

Contact and Demographic Detail

Confirmation

COVID-19 Vaccination Registration

Please complete the registration form for COVID-19 vaccination, which should take less than 5 minutes to complete.

Information about your COVID-19 vaccination is carefully managed to protect your privacy. Your immunization information will not be shared except in accordance with state and federal law. NC CVMS is a system that enables the collection of immunization information for health and safety reasons. The immunization information collected for NC CVMS is similar to the information that is required when you go to the doctor's office or a pharmacy for a vaccination, including your name, address, date of birth, location where vaccine was given, when the vaccine was given, person who administered the vaccine, information about the specific vaccine vial (expiration date, vaccine identifier number, etc.) and how the vaccine was given (e.g., in the muscle of the right arm). NC CVMS also collects information about race and ethnicity, which is necessary to support efforts for equitable vaccine distribution in NC. To meet federal requirements established by the U.S. Centers for Disease Control and Prevention (CDC) and in accordance with NC state law, NC does not submit any identifiable information to CDC. Instead of the CDC requested identifying information, NC is currently submitting the vaccine recipient's year of birth (not date of birth), the first 3 digits of the vaccine recipient's zip code of residence (if the underlying population in that zip code includes more than 20,000 people) and the date of submission of the vaccination record. More information about federal CDC data requirements is available at: <https://www.cdc.gov/vaccines/covid-19/reporting/requirements/index.html>

Next

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Tips

Print several copies of the **COVID-19 Vaccine Registration form** to keep on hand for other recipients.

Step 5 of 7: Enter the Recipient's Demographic Information

- 1. Enter the recipient's demographic information entered by the recipient on **COVID-19 Vaccine Registration form**
- 2. Click **NEXT**

Vaccine Registration for: Jill W NotRegistered

Introduction

Contact and Demographic Detail

Confirmation

Please provide the information below. Items with a * are required.

* First Name

Jill

Middle Name

W

* Last Name

NotRegistered

* Address Line 1

Address Line 2

* City

* County

--None--

* State

--None--

* Zip Code

Email (Will allow you to access your vaccine information in the COVID-19 Vaccine Portal.)

Home Phone

Mobile Phone

* The best way to contact you

--None--

* Date of Birth (MM/DD/YYYY)

Dec 11, 1945

* Race

--None--

* Ethnicity

--None--

* Gender

--None--

Preferred Language

--None--

* Providing a Language preference will not provide translated text/communication, except Spanish.

Please check all disabilities that apply to you:

☒ Not Disabled

☐ Cancer

☐ Cognitive (Psychological or Psychiatric)

☐ Neurological

☐ Physical (Mobility)

☐ Respiratory

☐ Sensory (Vision or Hearing)

☐ Other (Please Specify)

Next

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips

We strongly encourage recipients to provide a valid email address as it will give them access to the COVID-19 Vaccine Portal, from where they can download their Vaccine Information PDF.

If a recipient lives in an apartment or suite, use the optional **ADDRESS LINE 2** field.

Step 6 of 7: Submit the Recipient's Information

Review the information you entered from the paper copy of the recipient's **COVID-19 Vaccine Registration form**.

- 1. Review that the information entered matches the information given by the recipient
- 2. To make changes, select **PREVIOUS**
- 3. If the information is correct, select **SUBMIT**

Home Recipient Appointments Help & Information

Vaccine Registration for: Jill W NotRegistered

Introduction

Contact and Demographic Detail

Confirmation

Confirm and submit to enroll

Please review the information below and confirm that it is correct. Click submit to complete your registration.

Background Information

First Name

Jill

Middle Name

W

Last Name

NotRegistered

Address

123 Main Street

City

Raleigh

County

Wake

State

North Carolina

Zip Code

12345

Country

United States

Email

Home Phone

Mobile Phone

The best way to contact you

None

Date of Birth (MM/DD/YYYY)

12/11/1945

Race

Black or African American

Ethnicity

Not Hispanic or Latino

Gender

Female

Preferred Language

English

Disability

Not Disabled

Previous

Submit

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips

If you have any questions about what a recipient wrote on the paper form, ask them for clarification before submitting.

Step 7 of 7: Verify the Recipient's Registration

- 1. The **REGISTRATION IS COMPLETE**
- 2. The recipient's **RECIPIENT DOSE STATUS** is updated to **REGISTERED** and is visible on the Recipient tab

Vaccine Registration for: Jill W NotRegistered

Introduction

Contact and Demographic Detail

Confirmation

Your registration is complete

Thank you for completing the registration process. Please remember that registration does not mean that you are currently eligible to be vaccinated or that you have an appointment. A free COVID-19 vaccine will be available to all who want it, but supplies are currently limited. Get accurate information about COVID-19 vaccines at [YourSpotYourShot.NC.Gov](#).

Home

Recipient

Appointments

Help & Information

Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Q Jill W NotRegistered

X

Q Email , John@j.com

Date of Birth (optional), MM/DD/YYYY

📅

Search

Recipients within CVMS

1 records found

First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Produ...	Recipient Dose...	Date of Admini...	Email	Inactive Reason
Jill	W	NotRegistered	Dec 11, 1945	Female		Registered			

Audience

Healthcare Provider

Healthcare Location Manager


Statewide Location Manager

Tips

If the recipient informs you that their health information is **NOT CORRECT**, ask the recipient to **UPDATE** their information (e.g., responses to COVID-19 Vaccine Registration form) in the **COVID-19 VACCINE PORTAL** or edit the registration information yourself directly through the CVMS Provider Portal.

Finalize Walk-In Appointment Booking

Now that the recipient has been registered successfully, you can return to the **HOME** page and follow the standard **APPOINTMENT WALK-IN** Booking process.



[Home](#) [Recipient](#) [Appointments](#) [Slot Management](#) [Help & Information](#)

You are currently logged in as Clinic Location1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Mar 09, 21, 05:01 AM	Test Tall Recipient-1 Dose 1 Scheduled	03045743	Clinic Location1
Mar 09, 21, 01:17 PM	Test6 NC EHR Dose 1 Scheduled	03045771	Clinic Location1
Mar 09, 21, 01:25 PM	Test7 NC EHR Dose 2 Scheduled	03045775	Clinic Location1

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Name

Date Of Birth

MM/DD/YYYY

Email

Search

Search Results

Appointment Booking

Name	DOB	Email	Vaccine Group:	Vaccine Dose Status
<input type="radio"/> Space t Test	1997-03-17	rohiniuat@mailinator.com	Group 4	Dose 1 Scheduled

Please be sure to bookmark this site: <https://uat-ncdhhs.cs33.force.com/VaccineProvider>

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Exception 3: Looking Up A Recipient Who Received Their First Dose Through a Long-Term Care Facility or Federal Partnering Pharmacy

Step 1 of 5: Navigate to the Recipient Tab

The federal government has an agreement with pharmacy partners (e.g., CVS, Walgreens) to vaccinate Long Term Care Facility and Nursing Homes residents and staff. These pharmacy partners and other Federal Pharmacy Programs do not use CVMS, but instead upload their vaccination records directly to the CDC.

Even if a recipient received their first dose through a pharmacy partner, they could receive their second dose from a healthcare provider enrolled in CVMS. To vaccinate them, you will have to register them following **EXCEPTION 1** instructions. Note that CVS and Walgreens share some data with CVMS, and you can verify the recipient first dose record before administering a second dose within CVMS if you wish to confirm what product they received and if enough time passed since their first dose.


1. Begin by navigating to the **RECIPIENT** tab from the CVMS Provider Portal Home Page.

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager



Home

Recipient

Appointments

Help & Information

Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Search

Recipients within CVMS

0 records found

First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Pro...	Recipient D...	Date of Adm...	Email	Inactive Rea...
------------	-------------	-----------	---------------	--------	----------------	----------------	----------------	-------	-----------------

Recipients from Long Term Care/Federal Pharmacy Programs

First Name	Last Name	Date of Birth	Gender	Dose Number	Vaccine Manufacture...	Vaccination Administrati...
------------	-----------	---------------	--------	-------------	------------------------	-----------------------------

No results, please search again.


Step 2 of 5: Search for the Recipient

To check for the recipient’s record, search for them in the **RECIPIENT** tab.

- 1. Enter the recipient’s **NAME** (first name and last name) in the search bar
- 2. To help narrow results, enter the recipient’s **DATE OF BIRTH** or **EMAIL ADDRESS** in the appropriate field

Note: The Date of Birth field can only be used if there is a name or email address in the search bar, and cannot be used by itself

- 3. Click **SEARCH**



Home

Recipient

Appointments

Help & Information

Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Full name, ex: John Smith

Email, John@j.com

Date of Birth (optional), MM/DD/YYYY

Search

Recipients within CVMS

0 records found

First Name

Middle Name

Last Name

Date of Birth

Gender

Vaccine Pro...

Recipient D...

Date of Adm...

Email

Inactive Rea...

Recipients from Long Term Care/Federal Pharmacy Programs

First Name

Last Name

Date of Birth

Gender

Dose Number

Vaccine Manufacture...

Vaccination Administrati...

No results, please search again.

Audience


Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips

It is possible that the recipient has a result in both the **RECIPIENTS WITHIN CVMS** and the **RECIPIENTS FROM LONG TERM CARE/FEDERAL PHARMACY PROGRAMS** section. A search result in the first section means they have a record in CVMS. A search result in the second section means they received a vaccine dose through a Federal Pharmacy Partner.



NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

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Step 3 of 5: Search for the Recipient


- 1. Locate the **CORRECT** recipient in the **RECIPIENTS FROM LONG TERM CARE/FEDERAL PHARMACY PROGRAMS** section of the search results
- 2. The recipient may also appear as a search result in the **RECIPIENTS WITHIN CVMS** section. In that instance, note the **RECIPIENT DOSE STATUS** to see if CVMS has a record of the recipient's first dose
- 3. Click on the recipient's name in the **RECIPIENTS FROM LONG TERM CARE/FEDERAL PHARMACY PROGRAMS** section

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager



Home

Recipient

Appointments

Help & Information

Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

TestDemo

Email , John@j.com

Date of Birth (optional), MM/DD/YYYY


Search

Recipients within CVMS

First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Pro...	Recipient Do...	Date of Adm...	Email	Inactive Rea...
Nicholas		TestDemo	Feb 24, 1989						

Recipients from Long Term Care/Federal Pharmacy Programs

First Name	Last Name	Date of Birth	Gender	Dose Number	Vaccine Manufacture...	Vaccination Administratio...
Nicholas	TestDemo	Feb 24, 1989				



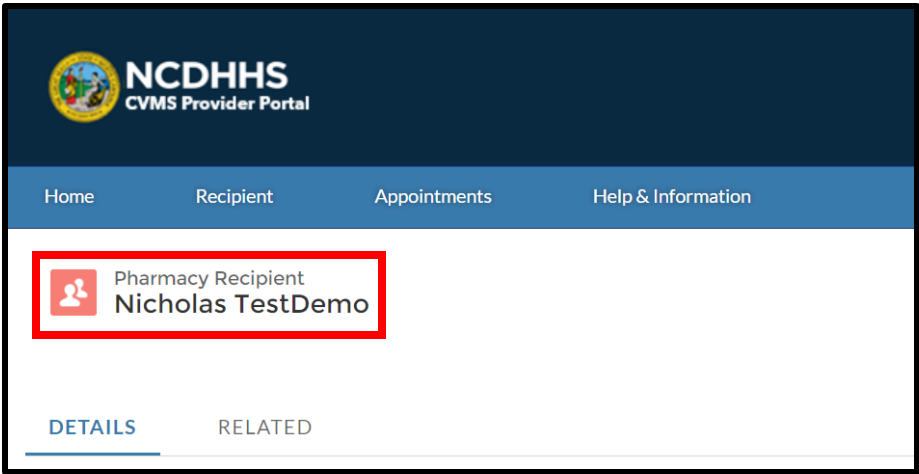
NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

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Step 4 of 5: View the Recipient's Pharmacy Record

Clicking the recipient's name in the **RECIPIENTS FROM LONG TERM CARE/FEDERAL PHARMACY PROGRAMS** section will open the recipient's **PHARMACY RECIPIENT** record. This record has no connection to a CVMS Recipient Record and is used only as reference data.

- 1. Scroll down in the **PHARMACY RECIPIENT** record to determine when the recipient received their first dose
- 2. If the recipient is eligible for their second dose, use the information in the **PHARMACY RECIPIENT** record to determine which COVID-19 vaccine product the recipient should receive



Administration Details	
Vaccination Event ID	Dose Number
1.11000012362203E+16	1
VTrckS provider PIN	Vaccine Manufacturer Name
079900	MOD
Administered at Location:type	CVX
Medical practice : family medicine	207
Administered at Location:name	NDC
79900	80777-0273-99
Administration address: street	Vaccine Lot Number
UNK	4LH35
Administration address: street 2	Vaccine Expiration Date
11 W Jones St	12/6/2021
Administration address: city	Vaccine Site of Administration
Raleigh	Right Thigh
Administration address: county	Vaccine Route of Administration
Wayne	Subcutaneous (SQ)
Administration address: zip code	Vaccination refusal
27601	
Administration address: state	
North Carolina	
Vaccination Administration Date	
1/12/2021	

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Tips

The **PHARMACY RECIPIENT** record will indicate which pharmacy administered the vaccine, as well as the Vaccine Manufacturer Name, date of vaccination, and other relevant information.

Step 5 of 5: Other Considerations

- 1. If the recipient has no record in CVMS, refer to the **EXCEPTION 1** portion of this User Guide to create their CVMS recipient record and register them on-site. Then follow the standard **APPOINTMENT WALK-IN** Booking process
- 2. If the recipient has a record in CVMS, but is not registered, refer to the **EXCEPTION 2** portion of this User Guide to conduct on-site registration. Then follow the standard **APPOINTMENT WALK-IN** Booking process

Audience


Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips

Keep a tab open with the **PHARMACY RECIPIENT** record when administering the second dose of the COVID-19 vaccine, since it will not appear in the **FIRST DOSE DETAILS** section of the Vaccine Administration details.



Home

Recipient

Appointments

Help & Information

Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

TestDemo

Email , John@j.com

Date of Birth (optional), MM/DD/YYYY

Search


Recipients within CVMS

First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Pro...	Recipient Do...	Date of Adm...	Email	Inactive Rea...
Nicholas		TestDemo	Feb 24, 1989						

Recipients from Long Term Care Facilities

First Name	Last Name	Date of Birth	Gender	Dose Number	Vaccine Manufacture...	Vaccination Administratio...
Nicholas	TestDemo	Feb 24, 1989				

1



NC DEPARTMENT OF
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HUMAN SERVICES

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Documenting a Vaccine Administration

Enter Vaccine Administration Record

Step 1 of 10: Begin Vaccine Administration

There are three methods to begin the **VACCINE ADMINISTRATION** process.

When a **RECIPIENT** walks in to receive their COVID-19 vaccine and they do not have a scheduled appointment, the provider who initially verifies their identity will create an Appointment Booking for the recipient.

The provider who will administer the COVID-19 vaccine will select the recipient under **TODAY'S APPOINTMENTS** on the **HOME PAGE** which will begin the **VACCINE ADMINISTRATION** process.

Audience


Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips

To review how to check-in a recipient through the Appointment Walk-In tool, review the **Booking Walk-In Appointments** section of this User Guide.



HomeRecipientAppointmentsHelp & Information

You are currently logged in as Clinic Org1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Apr 15, 21, 09:39 AM	VaccineAdmin Test Dose 1 Scheduled	03530452	Clinic Org1
Apr 15, 21, 07:10 AM	aaaa aaaaaa aaaaaa Dose 2 Scheduled	03530435	Clinic Org1
Apr 15, 21, 07:08 AM	AA BB CC Dose 2 Scheduled	03530433	Clinic Org1
Apr 15, 21, 07:01 AM	Sanjana Joy Dose 2 Scheduled	03530432	Clinic Org1
Apr 15, 21, 07:00 AM	Mod Man Dose 2 Scheduled	03530430	Clinic Org1

View all


Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Step 2 of 10: Begin Vaccine Administration

Alternatively, if you are a provider that has signed up for the scheduling feature in CVMS, you can begin the **VACCINE ADMINISTRATION PROCESS** by entering the recipient's **APPOINTMENT CONFIRMATION NUMBER** that they received after scheduling their appointment online using the scheduling feature in CVMS.

- 1. Enter the **APPOINTMENT CONFIRMATION NUMBER** for the recipient
- 2. Click **GO**



[Home](#) [Recipient](#) [Appointments](#) [Help & Information](#)

You are currently logged in as Clinic Org1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Apr 15, 21, 09:39 AM	VaccineAdmin Test Dose 1 Scheduled	03530452	Clinic Org1
Apr 15, 21, 07:10 AM	aaaa aaaaaa aaaaaa Dose 2 Scheduled	03530435	Clinic Org1
Apr 15, 21, 07:08 AM	AA BB CC Dose 2 Scheduled	03530433	Clinic Org1
Apr 15, 21, 07:01 AM	Sanjana Joy Dose 2 Scheduled	03530432	Clinic Org1
Apr 15, 21, 07:00 AM	Mod Man Dose 2 Scheduled	03530430	Clinic Org1

View all

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips

For information on how to enable the scheduling feature in CVMS, please refer to the **Step 10 – Invite Recipients to Self-Schedule Their Appointments User Guide** at [CVMS User Guides, Recorded Trainings and Upcoming Trainings | NC DHHS COVID-19](#).

Step 3 of 10: Begin Vaccine Administration

Lastly, for those providers with access to the scheduling feature in CVMS, the **VACCINE ADMINISTRATION** process can also begin from the **APPOINTMENTS TAB**.

- 1. Navigate to the **APPOINTMENTS TAB**
- 2. Find the **CORRECT APPOINTMENT BOOKING** for the recipient you would like to begin the Vaccine Administration for
- 3. Click the drop-down arrow to the right of their name
- 4. Select **CHECK IN** to begin **VACCINE ADMINISTRATION**

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Home

Recipient

Appointments

Help & Information

You are currently logged in as County General Hospital - Chicago ER

Appointments

All Appointments

20 items

Cancel Appointment

Search Appointments

Search Confirmation Number

From

To

Status

Search by Name, Location, Vaccine Status

2021-03-09

New

Search

Reset

<input type="checkbox"/>	Case	Confirmation...	Date	Time	Recipient Na...	DOB	Location	Vaccine Status	Status
<input type="checkbox"/>	03113939	gcdspjfp9n.1	Mar 9, 2021	8:00:00 AM	Wonder Woman	1940-05-05	County General H...	Dose 1 Scheduled	New
<input type="checkbox"/>	03113941	k6nxju95p.1	Mar 9, 2021	9:00:00 AM	NWW	1980-01-01	County General H...	Dose 1 Scheduled	New
<input type="checkbox"/>	03113973	njt65uisi7.1	Mar 9, 2021	12:00:00 PM	Thomas Reece Fl...	1991-03-10	County General H...	Dose 1 Scheduled	New

Step 4 of 10: Receive Verbal Consent

Beginning the **VACCINE ADMINISTRATION** process takes you to the **PATIENT VERIFICATION & SCREENING** page.

1. Review the recipient's health information on the right-hand side of the screen and click **NEXT**
2. On the **VACCINE CONSENT AND MEDICAL HISTORY** page, read the **DISCLOSURE STATEMENT** to the recipient
3. After you **RECEIVE VERBAL CONSENT**, you can **CHECK** the check box indicating that consent was provided and click **NEXT**

Note: The recipient's **MEDICAL HISTORY** will be displayed on the right-hand side of the screen throughout the entire Vaccine Administration Process.

Audience

Healthcare Provider

Healthcare Location Manager

Statewide Location Manager

<

Step 5 of 10: Provide the Vaccine Information Sheet / EUA Fact Sheet

Before you administer the COVID-19 vaccine, you must also **PROVIDE** the **VACCINE INFORMATION SHEET OR EMERGENCY USE AUTHORIZATION (EUA) FACT SHEET** and the **V-SAFE INFORMATION SHEET** to the recipient or guardian.

1. Obtain copies of the Vaccine Information Sheet / EUA Fact Sheet at this website
 - a. Pfizer (Vaccine Information Fact Sheet): <https://www.fda.gov/media/144414/download>
 - b. Moderna (EUA Fact Sheet): <https://www.fda.gov/media/144638/download>
 - c. Janssen (EUA Fact Sheet): <https://www.fda.gov/media/146305/download>
2. Obtain copies of the V-safe Information Sheet at this website:
https://immunize.nc.gov/providers/ncip/pdf/v_safe_poster_508.pdf
3. Provide the recipient or guardian with the Vaccine Information / EUA Fact Sheet prior to vaccination.
4. Ask the recipient if they have any questions about the risks and benefits of receiving the COVID-19 vaccine.
5. Counsel the recipient on the importance of enrolling in V-safe to report any adverse events following vaccination.

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Step 6 of 10: Review the Vaccine Administration Details

Once you receive the recipient's consent and provide them with the appropriate Vaccine Information / EUA Fact Sheet, you will continue to the **VACCINE ADMINISTRATION** page. This page is where you will **CAPTURE KEY INFORMATION** about the **COVID-19 VACCINE ADMINISTERED**.

NCDHHS
CVMS Provider Portal

HomeRecipientAppointmentsLocationsBulk RegistrationVaccine InventoryVaccine MarketplaceShipmentsMore ▾

Vaccination Administration

Vaccination Log

Dose Details ▾Date & Time ▾Administered By ▾On Behalf Of (Clinician) ▾Location ▾Vaccine Inventory ▾Vaccine Product ▾Lot Number ▾

Vaccination Details

* Injection Site

--Select Injection Site--

Dose 1Dose 2Additional Dose

* Route

Intramuscular (IM)

Subcutaneous (SQ)

Intradermal (ID)

Date and Time of Vaccination

DateTimeSep 7, 20211:41 PM

Medical History

Joey RecipientDOB: Jan 1, 1955Age: 66GenderMaleRaceWhiteEthnicityNot Hispanic or LatinoAddress123 Main StRaleigh, North Carolina

On Behalf of (Clinician)

-- Select Vaccine Administrator --

Scan or type a barcodeEnter vialClear

* Vaccine Product--Select Vaccine Type--Manufacturer--Select Manufacturer--Available Vaccine Inventory--Select Vaccine Inventory--

Lot NumberSerial NumberNDCExpiration DateNotesEnter notes here

PreviousNext

Raleigh, NC 27601WakeEmail AddressPhone NumberPreferred Communication ChannelNone

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Audience

Healthcare Provider

Healthcare Location Manager

Statewide Location Manager

Step 7 of 10: Vaccine Administration Details for the Second Vaccine Dose

Home

Recipient

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More

Vaccine Administration

Vaccination Log

Dose Det...	Date & Ti...	Administe...	On Behalf...	Location	Vaccine In...	Vaccine P...	Lot Number
First Dose	Jun 18, 2021, ...	Darya Suprano...		DoNotUse No...	Delivery 05/1...	Janssen COVI...	1
Second Dose	Jul 21, 2021, 1...	Darya Suprano...		DoNotUse Par...	New Pfizer Inv...	Pfizer-BioNTe...	100

Vaccination Details

Medical History

If your recipient has already **RECEIVED A DOSE** of the COVID-19 vaccine through a CVMS Provider, you will see a summary of the dose details in the **VACCINATION LOG** at the top of the **VACCINE ADMINISTRATION PAGE**.

Dose Details will include:

- Dosage (1st, 2nd, Additional)
- Date and Time
- Administered By
- On Behalf Of (Clinician)
- Location
- Vaccine Inventory
- Vaccine Product
- Lot Number

Alternately, if a recipient received a dose outside of a CVMS provider (e.g., out of state, through a Federal Pharmacy Partner), the dose will not appear in the **VACCINATION LOG**. You may still mark the administration as a **SECOND or ADDITIONAL DOSE**. In that instance, a warning label will appear at the top of the screen prompting you to verify the selection.

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Tips

Verify if a prior dose was given to the recipient.

Selecting **SECOND DOSE** will put the recipient into **DOSE 2 ADMINISTERED** status.

Selecting **ADDITIONAL DOSE** will put the recipient into **ADDITIONAL DOSE ADMINISTERED** status.

Warning

Please verify the recipient has received their first dose before choosing Second Dose.

Step 8 of 10: Enter Vaccine Administration Details

On the **VACCINE ADMINISTRATION** page, you will capture all **VACCINE DETAILS**.

1. Populate all **REQUIRED** vaccination details

- Injection Site
- Dose (See **ENTER AN ADDITIONAL DOSE ADMINISTRATION** section for further considerations)
- Route
- Date & Time of Vaccination (This field will default to the current date and time, but can be edited to record a vaccine administered in the past)

Note: The field **ON BEHALF OF (CLINICIAN)** allows you to enter information on behalf of another clinician who administered the COVID-19 vaccine.

Vaccination Details

* Injection Site

Left Deltoid

Dose 1 Selected

Dose 2

Additional Dose

* Route

☒ Intramuscular (IM)

☐ Subcutaneous (SQ)

☐ Intradermal (ID)

* Date and Time of Vaccination

Date

Jul 21, 2021

Time

3:52 PM

On Behalf of (Clinician)

-- Select Vaccine Administrator --

123

Enter vial

Clear

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips

Use the drop-down for the **ON BEHALF OF (CLINICIAN)** field and type the first letter of the clinician's name.

If the individual completing the form is the person who administered the vaccine, **DO NOT ENTER** anything in the **ON BEHALF OF (CLINICIAN)** field.

Step 9 of 10: Enter Vaccine Administration Details

* Vaccine Product

Pfizer-BioNTech (195 MDV) COVID-19 Vaccine

* Manufacturer

Pfizer-BioNtech

* Available Vaccine Inventory

Expiration 1/13/2021 8:30 (Exp. Date: 1/13/2021) (Lot No: 100)

Lot Number

100

Serial Number

100

NDC

59267-1000-02

Expiration Date

Jan 13, 2021

Notes

No notes to report.

Previous

- Continue populating all **REQUIRED** vaccination details
 - Vaccine Product (Vaccine Type)
 - Available Vaccine Inventory (what lot?)

Note: If you select a **SINGLE-DOSE** vaccine product, you must select **FIRST DOSE**, otherwise you will receive an error.

- Enter any additional notes that are relevant in the **NOTES** text field
- REVIEW ALL VACCINE DETAILS**
- Click **NEXT**

*If you are administering a second dose or additional dose of COVID-19 vaccine, please be sure to confirm the COVID-19 vaccine is from the **SAME MANUFACTURER** as the first COVID-19 vaccine dose.*

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Tips

MANUFACTURER, LOT NUMBER, SERIAL NUMBER, NDC NUMBER and **EXPIRATION DATE** will **AUTO POPULATE** once you select the Product and Available Vaccine Inventory.

Step 10 of 10: Finish an Appointment

If you have administered a **SINGLE-DOSE** product of this is a second dose appointment, you will be routed back to the **HOME PAGE**.

If you have administered the first dose of a **TWO-DOSE** product, you will be routed to the **SCHEDULE FOLLOW-UP** page. This page will remind you to tell the recipient to schedule their second dose appointment. You can click **FINISH APPOINTMENT** to close the appointment and bring up the **HOME PAGE**.

*If the recipient used the scheduling feature in CVMS to book their first appointment, you will see a button labeled **BOOK SECOND DOSE** on this page. See the **SCHEDULE A SECOND DOSE APPOINTMENT** section for more details on that process.*

Audience

Healthcare
Provider

Healthcare
Location
Manager

Schedule Follow Up

Second Dose Disclaimer

The COVID-19 vaccine requires a booster dose 21 days after your initial dose.

Schedule Follow Up

Second Dose Disclaimer

The COVID-19 vaccine requires a booster dose 21 days after your initial dose.

Schedule Second Dose Appointment

Schedule second dose appointment for confirmation number: r5r9naxiek.

Book Second Dose

Medical History

Wonder Woman

DOB: May 5, 1940

Age: 80

Gender


Other

Race

Other

Ethnicity

Unknown



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Edit Vaccine Administration Details

Step 1 of 8: Navigate to Appointments Tab

If a **RECIPIENT** has incorrect details entered during Vaccine Administration, the Healthcare Provider must **EDIT** the details to ensure data accuracy.

To begin, navigate to the **APPOINTMENTS** tab.



Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

More

You are currently logged in as Solutions Loc1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
------	---------	-------------	----------

Audience


- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Tips

Healthcare Providers can only update Vaccine Administration details for recipients who received their COVID-19 vaccine through the same location as the Healthcare Provider.

Step 2 of 8: Locate Recipient

Clicking on the Appointments tab takes you to a list view of all Appointments for your location. Verify that you are currently logged in to the same location that the recipient received their vaccine.



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Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

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You are currently logged in as Solutions Loc1

Appointments

All Appointments

4 items

Search Appointments

Search by Name, Location, Vaccine Status

Search Case/Confirmation Number

Search By From Date

2021-07-09

Search By To Date

Search By Status

None

Search

Reset


4 records found.

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Tips

The **APPOINTMENTS** tab will default to show you appointments that were scheduled for the same day you are logged in.



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Step 3 of 8: Select Appointment to be Updated

To begin editing the details of the **VACCINE ADMINISTRATION**, you must first locate the correct **APPOINTMENT RECORD**.

- 1. Enter the name of the recipient in the Search field, and adjust the date range to capture the date of the appointment that needs updating
- 2. Click **SEARCH**
- 3. Click the **CORRECT APPOINTMENT RECORD** for the recipient. The correct record will be the one that shows a **VACCINE STATUS** as either **DOSE 1 (or 2) ADMINISTERED** or **ADDITIONAL DOSE ADMINISTERED**

Audience


Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips

Alternatively, you may search for the recipient via the **RECIPIENT TAB**, locate their recipient record, and click on their Appointment record.



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CVMS Provider Portal

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You are currently logged in as Solutions Loc1



Appointments

All Appointments

1 items

Cancel Appointment

1

Search Appointments

Vaccine AdminTest

1

Search Case/Confirmation Number

Search By From Date

2021-07-09

Search By To Date

Search By Status

None

Search

Reset


1 records found.

<input type="checkbox"/>	Case	Confirmati...	Date	Time	Recipient ...	DOB	Location	Cancellatio...	Vaccine Sta...	Status
<input type="checkbox"/>	03045296		Jul 21, 2021	1:17:27 PM	Vaccine AdminT...	1955-05-22			Dose 1 Adminis...	Closed

← Previous

Page 1 out of 1

Next →



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HUMAN SERVICES

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Step 4 of 8: Review Vaccine Administration Details

The **VACCINE ADMINISTRATION** details will display for the recipient.

1. All Vaccination details are visible including:
 - Date and Time
 - Vaccine Product / Inventory
 - Injection Site
 - Route
 - Administered By
 - On Behalf of (Clinician)
 - Notes
2. To begin editing the details of the **VACCINE ADMINISTRATION**, select any **PENCIL ICON** to the right of a field

NCDHHS CVMS Provider Portal

Home Recipient Appointments Locations Bulk Registration Vaccine Inventory Vaccine Marketplace Shipments More

Remove this Administration Change Vaccine Inventory Change Recipient

DETAILS RELATED

Case Number 03045296	Vaccine Status Dose 1 Administered
Account Name Solutions Loc1	Vaccine Moderna (10 MDV) COVID-19 Vaccine
Name Vaccine AdminTest	Vaccine Inventory 444444 Delivery 07/08/2021
Appointment Date/Time 7/21/2021, 1:17 PM	Lot # 444444
Date and Time of Vaccination 7/21/2021, 1:17 PM	Vaccine Dosage First Dose
Adverse Reaction Consent <input checked="" type="checkbox"/>	Injection Site Left Deltoid
Schedule Dose2 Followup Email <input type="checkbox"/>	Route Intramuscular (IM)
Cancellation Reason	Administered By Steve Digangi
Cancellation Description	On Behalf of (Clinician)
Cancelled by System via Batch Job <input type="checkbox"/>	
State Sponsored Contract <input type="checkbox"/>	
Additional Vendor Type (SSCI)	

Additional Information

Status Closed	Notes
Date/Time Opened 7/21/2021, 1:17 PM	Date/Time Closed 7/21/2021, 1:18 PM
Created By Steve Digangi , 7/21/2021, 1:17 PM	Last Modified By Steve Digangi , 7/21/2021, 1:18 PM
Case Origin	Priority Medium
Contact Name Vaccine AdminTest	Case Owner CVMS Default Case Owner

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Step 5 of 8: Edit Vaccine Administration Details

The **VACCINE ADMINISTRATION** details will now appear as editable fields. As you edit fields, they will highlight yellow to indicate that you've made a change.

1. Edit any of the following fields to the correct information:

- Date / Time of Vaccination
- Injection Site
- Route
- Administered By
- On Behalf of (Clinician)
- Notes

2. Do not edit any of the following fields:

- Account Name
- Cancellation Reason
- Appointment Date / Time
- Case Owner

3. Click **SAVE**

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager


Tips

From this screen, you cannot edit the **VACCINE INVENTORY**. To see how to edit Vaccine Inventory, look at the next slide.

NOTE: You cannot remove Dosage, Injection Site, or Route, nor can you uncheck the Adverse Reaction Consent checkbox on administered appointments. If you need to remove a vaccine administration, see the Remove Vaccine Administration section of this user guide.

Step 6 of 8: Change Vaccine Inventory

To edit the **VACCINE INVENTORY** field of the **VACCINE ADMINISTRATION**, you must select the **CHANGE VACCINE INVENTORY** button.



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Remove this Administration

Change Vaccine Inventory

Change Recipient

DETAILS

RELATED

Case Number

03045296

Account Name

Solutions Loc1

Name

Vaccine AdminTest

Appointment DateTime

7/21/2021, 1:17 PM

Date and Time of Vaccination

7/21/2021, 1:17 PM

Adverse Reaction Consent

☒

Vaccine Status

Dose 1 Administered

Vaccine

Moderna (10 MDV) COVID-19 Vaccine

Vaccine Inventory

444444 Delivery 07/08/2021

Lot #

444444

Vaccine Dosage

First Dose

Injection Site

Right Deltoid

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Tips

Review the next section of this User Guide for instructions on how to use the **CHANGE RECIPIENT** button.

Step 7 of 8: Select an Updated Vaccine Inventory

A pop-up window will appear inviting you to Change Vaccine Inventory.

- 1. Click the **SEARCH VACCINE INVENTORIES** field, which will populate a list of available inventories for your location
- 2. Locate and click the correct inventory, or type the name of the inventory to quickly find it

Note: You cannot change the Vaccine Inventory from a two-dose vaccine product to a single-dose vaccine product if you are editing a **SECOND DOSE** vaccine administration

- 3. Click **FINISH**

Change Vaccine Inventory

Existing Vaccine Inventory:
444444 Delivery 07/08/2021

Updated Vaccine Inventory Name:

Lot 123 - Delivery 02/19/2021

Case Number:

Account Name:

Contact Name:

Vaccine AdminTest

Appointment Date/Time:

Solutions Loc1

Jul 21, 2021, 1:17:27 PM

Cancel

Finish

Updated Vaccine Inventory Name:

Search Vaccine Inventories...

Lot 123 - Delivery 02/19/2021

123 • Pfizer-BioNTech (6 doses/vial) (195 MDV) COVID-19 Vaccine • Solutions Loc1

Lot 432 Delivery 02/26/2021

Lot 432 • Moderna (10 MDV) COVID-19 Vaccine • Solutions Loc1

Lot 9990999 Delivery 03/17/2021 2st dose

Lot 9990999 • Moderna (10 MDV) COVID-19 Vaccine • Solutions Loc1

Audience

Healthcare
Provider


Healthcare
Location
Manager

Statewide
Location
Manager

Tips

Although **VACCINE PRODUCT** is not an editable field, changing the **VACCINE INVENTORY** to an inventory of a different product will automatically update the **VACCINE PRODUCT** field.

Step 8 of 8: Review the Vaccine Administration Details Change History





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Remove

DETAILS

RELATED

 Related Cases (0)

 Case History (6+)

Date	Field	User	Original Value	New Value	
7/22/2021, 9:34 ...	Injection Site	Steve Digangi	Left Deltoid	Right Deltoid	▼
7/22/2021, 9:34 ...	Route	Steve Digangi	Intramuscular (IM)	Subcutaneous (SQ)	▼
7/21/2021, 1:18 ...	Vaccine Inventory	Steve Digangi		444444 Delivery 0...	▼
7/21/2021, 1:18 ...	Status	Steve Digangi	New	Closed	▼
7/21/2021, 1:18 ...	Appointment Date...	Steve Digangi	7/21/2021, 1:17 PM	7/21/2021, 1:17 PM	▼
7/21/2021, 1:18 ...	Date and Time of V...	Steve Digangi		7/21/2021, 1:17 PM	▼

View All

At any point, you can review the history of changes made to the Vaccine Administration details.

- 1. From the Appointment Record, click the **RELATED** tab
- 2. View **CASE HISTORY** to see the date, time, user, old value, and new value for each individual field that was changed

Audience

Healthcare Provider

Healthcare Location Manager

Statewide Location Manager

Post-Vaccine Administration Reminders

Post Vaccine Administration Reminders

After recipients received a first dose, they will receive **TWO (2) SECOND DOSAGE REMINDER NOTIFICATIONS** of the timing requirements for the second dosage:

1. The first reminder is **24 HOURS** after
2. The second is **ONE WEEK AFTER** the first dosage is administered.

They also will receive a **NOTIFICATION** informing them of their **PROOF OF VACCINATION**. This will be automatically generated for them.

NOTE: COVID-19 vaccination record cards should be provided to the recipient or their guardian after the recipient receives their COVID-19 vaccine.

The recipient can request you provide a completed vaccination record card with important information about the COVID-19 vaccine they received (e.g., vaccine manufacturer, lot number, date of first dose administration, and second dose due date).

You can also suggest that they take a picture of their vaccination record so they can remember the type of vaccine they received and their second dose due date.

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips

Recipients who receive a **SINGLE-DOSE** product will not receive any second-dose notifications.

Generating the Vaccination Information PDF for a Recipient

Step 1 of 2: Search for the Recipient

- 1. Click the **RECIPIENT TAB**
- 2. Type your **RECIPIENT'S NAME** in the **SEARCH BAR** and **PRESS ENTER**
- 3. Click your **RECIPIENT'S NAME** from the list to open the recipient's account

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Home

Recipient

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Help & Information

Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Q Nicholas

Q Email, John@j.com

Date of Birth (optional), MM/DD/YYYY

Search

Recipients within CVMS

15 records found

First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Produc...	Recipient Dose ...	Date of Admini...	Email	Inactive Reason
Nicholas	Iner	TestUAT	Feb 24, 1989	Male	Moderna (10 MDV) ...	Dose 2 Canceled	Mar 12, 2021, 01:1...	niengebretson@gm...	
Nicholas	Iner	MustHaveComms	Feb 24, 1989	Male	Moderna (10 MDV) ...	Dose 2 Administered	Mar 15, 2021, 02:3...	n.i.engebretson@ac...	
Ray		Nicholas	Apr 18, 1977	Female		Registered		abelluat12+y99@g...	
Nicholas-05		ZZTest	Aug 9, 1988	Male	Pfizer-BioNTech (5 ...	Dose 2 Administered	Mar 7, 2021, 12:00...		
Nicholas-04		ZZTest	Aug 9, 1988	Male	Pfizer-BioNTech (5 ...	Dose 2 Administered	Mar 7, 2021, 12:00...		

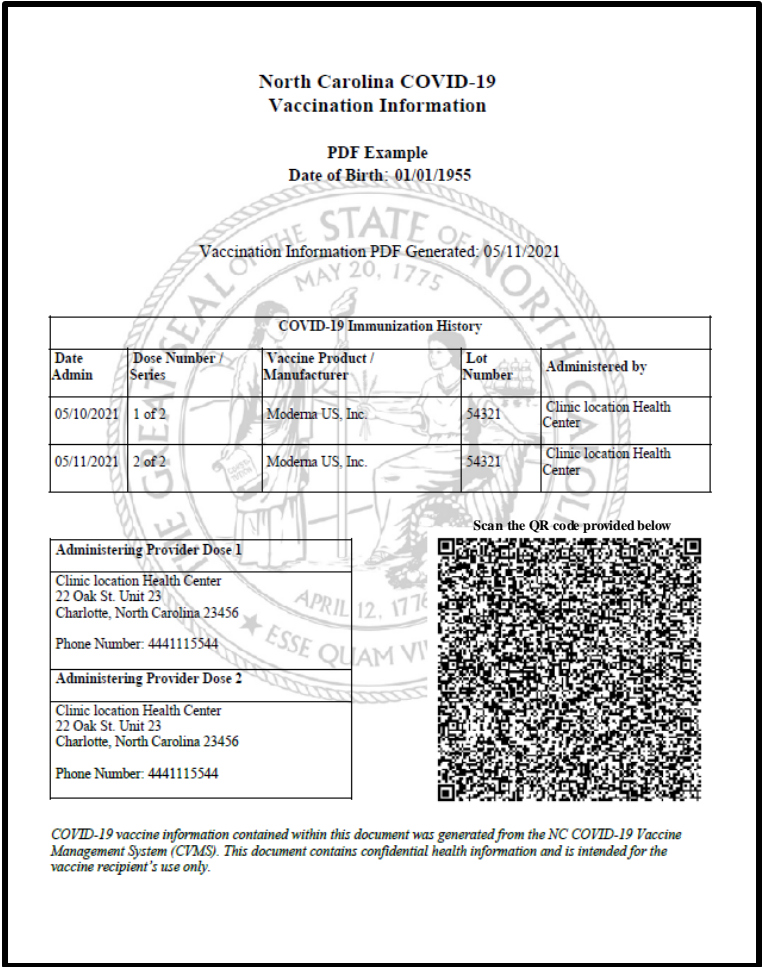
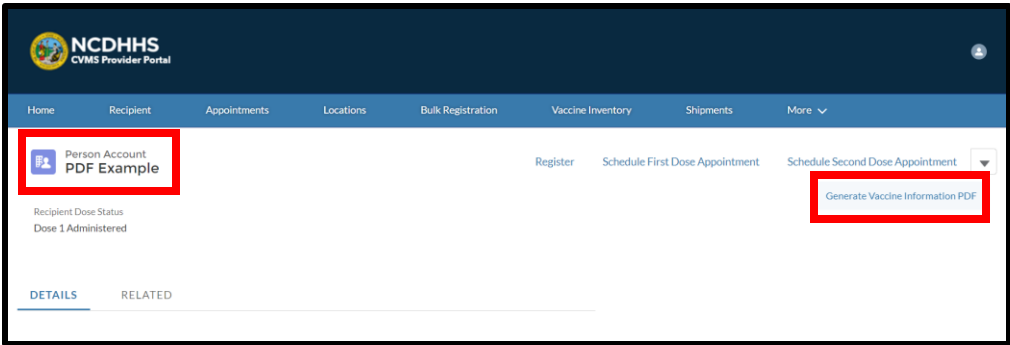
Step 2 of 2: Generate Vaccine Information PDF

You may now generate a PDF of a recipient's vaccination information that can be downloaded or printed.

1. Select the **GENERATE VACCINE INFORMATION PDF** button

2. Print or securely send the document to the recipient

NOTE: If a recipient has received no vaccinations and you click the **GENERATE VACCINE INFORMATION PDF** button, there will be an error. If a recipient has received more than 2 doses, information for all doses will appear on the PDF.



Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips


To print the Vaccination Information PDF in Spanish, the recipient will have to log into the COVID-19 Vaccine Portal, set the language to Spanish, and then generate the PDF for themselves. The PDF cannot be generated in Spanish from the CVMS Provider Portal.

Other Operations Available to Edit a Recipient or an Administration Record Post-Vaccination

Edit a Recipient Registration Record Details

Step 1 of 4: Navigate to the CVMS Provider Portal Recipient Tab

In some instances, a recipient may need their information on the COVID-19 Vaccine Registration form edited. To do so, navigate to the Recipient Tab.



NCDHHS
CVMS Provider Portal

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You are currently logged in as Clinic ABC Loc 1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Feb 09, 21, 09:30 AM	John3 Deere3 Dose 1 Scheduled	00112756	Clinic ABC Loc 1
Feb 09, 21, 04:39 PM	reji11 ayod11 Dose 1 Scheduled	00112837	Clinic ABC Loc 1
Feb 09, 21, 04:47 PM	reji12 ayod12 Dose 2 Scheduled	00112842	Clinic ABC Loc 1

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Step 2 of 4: Search for the Recipient

- 1. Enter the recipient's **NAME** (first name and last name) in the search bar for the recipient who needs their COVID-19 Vaccine Registration form updated
- 2. To help narrow results, enter the recipient's **DATE OF BIRTH** or **EMAIL ADDRESS** in the appropriate field

Note: The Date of Birth field can only be used if there is a name or email address in the search bar, and cannot be used by itself

- 3. Click **SEARCH**
- 4. Click on the desired recipient from your search results

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Tips

Only select a recipient record that populates in the **RECIPIENTS WITHIN CVMS** section of your search results

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Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Joey

Email, John@j.com

Date of Birth (optional), MM/DD/YYYY

Search

Recipients within CVMS


1994 records found

First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Pro...	Recipient Do...	Date of Adm...	Email	Inactive Rea...
Joey		Recipient	Jan 1, 1955	Male		Dose 1 Scheduled		steven.j.digangi@...	
Joe27		Johnson27	Mar 3, 1903					abelluat12+bb27...	

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HUMAN SERVICES

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Step 3 of 4: Edit the Recipient's Information

- 1. From the recipient's Person Account, click the pencil icon  next to the field you need to edit
- 2. Make any necessary changes (fields where you've made an unsaved change will be highlighted in **YELLOW**)
- 3. Click **SAVE**

7/1/2023

7/1/2023

7/1/2023

7/1/2023

7/1/2023

7/1/2023

7/1/2023

7/1/2023

7/1/2023

7/1/2023

7/1/2023

7/1/2023

7/1/2023

7/1/2023

7/1/2023

7/1/2023

7/1/2023

Audience

Healthcare
Provider


Healthcare
Location
Manager

Statewide
Location
Manager

Tips

If you make an update that you did not mean to make, you can select the **UNDO** arrow to revert to the original value or click **CANCEL**.

The Vaccination Log at the top of the page cannot be edited. It is a summary of the doses administered to the recipient. See the [EDIT VACCINE ADMINISTRATION DETAILS](#) section of this user guide for more information.



Home

Recipient

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Bulk Registration

Vaccine Inventory

Person Account

Joey Recipient

Register

Schedule First

Birthdate

Gender

Mobile

Email

Recipient Dose Status

Dose 1 Scheduled

Details

Related

You can view the full details of each vaccine administration by clicking on a single Vaccination Log Name hyperlink or click "View All" for all history.

Vaccination Logs (1)

VL-000016921

Date and Time of Vaccination:

Vaccine Status:

Vaccine:

Dose 1 Scheduled

View All

Account Name

Joey Recipient

Gender

Male

Race

White

Employer

Disabilities

Not Disabled

Birthdate

1/1/1955

Ethnicity

Not Hispanic or Latino


Recipient Dose Status

Dose 1 Scheduled

Mark Inactive?

☐

Inactive Reason



* Account Name

Salutation

--None--

First Name

Joey

Middle Name

* Last Name

Recipient

Suffix

* Gender

Male

* Race

White

Employer

Search Accounts...

Disabilities

Available

Cancer

Chosen


Not Disabled

Cancel

Save

* Birthdate

1/1/1965



* Ethnicity

Not Hispanic or Latino

Recipient Dose Status

Dose 1 Scheduled

Mark Inactive?

☐

Inactive Reason



Step 4 of 4: Confirm Updates

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Vaccine Inventory

Person Account

Joey Recipient

Register

Schedule First Dose

Birthdate

Gender

Mobile

Email

Recipient Dose Status

1/1/1965

Male

steven.j.digangi@accenture.com

Dose 1 Scheduled

Details

Related

You can view the full details of each vaccine administration by clicking on a single Vaccination Log Name hyperlink or click "View All" for all history.

Vaccination Logs (1)

VL-000016921

Date and Time of Vaccination:

Vaccine Status:

Vaccine:

Dose 1 Scheduled

View All

Account Name

Joey Recipient

Gender

Male

Race

White

Employer

Disabilities

Not Disabled

Other Disability

MPI

Birthdate

1/1/1965

Ethnicity

Not Hispanic or Latino

Recipient Dose Status

Dose 1 Scheduled

Mark Inactive?

☐

Inactive Reason

Preferred Language

English

The updated information will now show as part of the recipient’s record.

Review the information that you entered to ensure it is correct.

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips


Any changes you make to a recipient’s record will also be reflected when the recipient logs in to the COVID-19 Vaccine Portal.

Change the Recipient of a Vaccine Administration

Step 1 of 5: Navigate to Recipient Tab

When a **HEALTHCARE PROVIDER** enters Vaccine Administration details for the wrong **RECIPIENT**, the Healthcare Provider must change the recipient for the entered Vaccine Administration details.

To begin, navigate to the **RECIPIENT** tab.



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Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Test Tester

Email, John@j.com

Date of Birth (optional), MM/DD/YYYY

Search

Recipients within CVMS

5 records found

First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Pro...	Recipient Do...	Date of Adm...	Email	Inactive Rea...
Test		Tester	Jan 1, 1965	Male	Moderna (14 dos...	Dose 1 Administ...	Dec 1, 2020, 11:1...		
Test7405SH	KT	TESTER	Jul 28, 1999	Unknown		Additional Dose ...		shtester999+sh7...	
Test7405	SH	Tester	Jul 20, 1999	Female	Janssen COVID-...	Additional Dose ...	Jul 20, 2021, 06:...	shtester999+74...	
TEST		TESTER	Jan 3, 1979	Other	Pfizer (14 Doses/...	Dose 2 Administ...	May 20, 2021, 01...		
testerJo		test	Jan 29, 2002					ibinnca@gmail.co...	

Audience


Healthcare Provider

Healthcare Location Manager

Statewide Location Manager

Tips

Healthcare Providers can only change Vaccine Administration recipient for recipients who received their COVID-19 vaccine through the same location as the Healthcare Provider.



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Step 2 of 5: Locate Recipient

Clicking on the **RECIPIENT TAB** takes you to a screen to search all recipients in CVMS.


- 1. Type in the incorrect recipient's name in the search box
- 2. Click **SEARCH**
- 3. Select the recipient's name

Audience

Healthcare
Provider

Healthcare
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NCDHHS
CVMS Provider Portal

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Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Test Tester

Email, John@j.com

Date of Birth (optional), MM/DD/YYYY

Search

Recipients within CVMS

5 records found

First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Pro...	Recipient Do...	Date of Adm...	Email	Inactive Rea...
Test		Tester	Jan 1, 1965	Male	Moderna (14 dos...	Dose 1 Administ...	Dec 1, 2020, 11:1...		
Test7405SH	KT	TESTER	Jul 28, 1999	Unknown		Additional Dose ...		shtester999+sh7...	
Test7405	SH	Tester	Jul 20, 1999	Female	Janssen COVID-...	Additional Dose ...	Jul 20, 2021, 06:...	shtester999+74...	
TEST		TESTER	Jan 3, 1979	Other	Pfizer (14 Doses/...	Dose 2 Administ...	May 20, 2021, 01...		
testerJo		test	Jan 29, 2002					ibinnca@gmail.co...	

Step 3 of 5: Locate Recipient Details

Clicking on the **RECIPIENT** name takes you to the account details of the recipient.

- 1. Click on the **RELATED** tab under the recipient's name to view appointment information
- 2. Select the appointment record that needs to be changed to another recipient (the **VACCINE STATUS** will say either **DOSE 1 ADMINISTERED**, **DOSE 2 ADMINISTERED**, or **ADDITIONAL DOSE ADMINISTERED**)

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

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Person Account

Test Tester

Register

Schedule First D

Birthdate

Gender

Mobile

Email

Recipient Dose Status

1/1/1965

Male

444-555-6666

Dose 1 Administered

Details

Related

Appointments (2)

Appointment	Date and Time of Vaccination	Vaccine Status	Vaccine
09103206	12/1/2020, 11:18 AM	Dose 1 Administered	Moderna (14 doses/vial) COV...
09103194		Registered	

View All

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Step 4 of 5: Change Recipient

Selecting the appointment record takes you to the appointment details screen.

Click **CHANGE RECIPIENT** in the top right corner to transfer the **VACCINE ADMINISTRATION** details to the correct recipient.

NCDHHS
CVMS Provider Portal

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Change Recipient

Change Vaccine Inventory

Remove this Administration

DETAILS

RELATED

Case Number

09103206

Account Name

[TestLoc_UAT1](#)

Name

[Test Tester](#)

Appointment DateTime ⓘ

12/1/2020, 11:18 AM

Date and Time of Vaccination ⓘ

12/1/2020, 11:18 AM

Adverse Reaction Consent ⓘ

☒

Schedule Dose2 Followup Email ⓘ

☐

Cancellation Reason ⓘ

Cancellation Description

Cancelled by System via Batch Job ⓘ

☐

State Sponsored Contract ⓘ

☐

Additional Vendor Type (SSC) ⓘ

State or Federal Allocation

State

Vaccine Status

Dose 1 Administered

Vaccine

[Moderna \(14 doses/vial\) COVID-19 Vaccine_inactive](#)

Vaccine Inventory

[Mod2](#)

Lot #

Mod2000-2

Vaccine Dosage

First Dose

Injection Site ⓘ

Left Deltoid

Route

Intramuscular (IM)

Administered By

[Steve DiGangi](#)

On Behalf of (Clinician)

Audience

Healthcare Provider

Healthcare Location Manager

Statewide Location Manager

Step 5 of 5: Locate Correct Recipient

A Change Recipient pop-up box will appear.

1. Search for the correct recipient in the **UPDATED CONTACT NAME** field and click their name
2. Click **FINISH**
3. A Success Confirmation pop-up should appear at the top of the screen

Change Recipient

Existing Contact Name:
Test Tester

Updated Contact Name:

Jon Test

Jon Test
rtest2144@gmail.com • Jan 1, 2000

Test John
sushh210@gmail.com • Jan 1, 2001

Test John King
eycovid.test+333@gmail.com • May 30, 2000

Cancel Finish

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Tips

The status of the incorrect recipient will be reverted to their previous status, (e.g., 'Dose 1 Administered' will revert to 'Registered').

The correct recipient's status will be updated to reflect the administered vaccine (e.g., updated from 'Registered' to 'Dose 1 Administered').

Remove Vaccine Administration

Step 1 of 5: Navigate to Recipient Tab

When a **HEALTHCARE PROVIDER** enters Vaccine Administration details erroneously and the Vaccine Administration needs to be completely cleared from CVMS, the Healthcare Provider must **REMOVE** the Vaccine Administration details.


To begin, navigate to the **RECIPIENT** tab.

Audience

Healthcare
Location
Manager

Tips

Healthcare Location Managers can only remove Vaccine Administration for recipients who received their COVID-19 vaccine through the same location as the Healthcare Provider.



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You are currently logged in as TestLoc_UAT1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Today's Appointments


TIME	DETAILS	CASE NUMBER	LOCATION
Jun 25, 21, 02:22 PM	test34 demo34 Dose 1 Scheduled	09123116	TestLoc_UAT1

Step 2 of 5: Locate Recipient

- Clicking on the **RECIPIENT TAB** takes you to a screen to search all recipients in CVMS.
- 1. Type in the name of the recipient that has the incorrect vaccination administration in the search box
 - 2. Click **SEARCH**
 - 3. Select the recipient's name

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Healthcare
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Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Test Removal

Email, John@j.com

Date of Birth (optional), MM/DD/YYYY

Search

Recipients within CVMS

1 records found

First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Produ...	Recipient Dose...	Date of Admini...	Email	Inactive Reason
Test		Removal	Jan 1, 1966	Male	Pfizer-BioNTech (6 ...	Dose 1 Administered	Jun 25, 2021, 02:36...		

Previous

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Step 3 of 5: Locate Recipient Details

Clicking on the **RECIPIENT** name takes you to the account details of the recipient.

- 1. Click on the **RELATED** tab under the recipient's name to view appointment information
- 2. Select the appointment record that needs to be completely removed from CVMS (the **VACCINE STATUS** will say either **DOSE 1 ADMINISTERED**, **DOSE 2 ADMINISTERED**, or **ADDITIONAL DOSE ADMINISTERED**)

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Person Account

Test Removal

Register

Schedule First Dose Appointment

Birthdate

Gender

Mobile

Email

Recipient Dose Status

1/1/1966

Male

Dose 1 Administered

DETAILS

RELATED

Appointments (2)

Appointment	Date and Time of Vaccination	Vaccine Status	Vaccine
09123120	6/25/2021, 2:36 PM	Dose 1 Administered	Pfizer-BioNTech (6 doses/via...
09123119		Registered	


View All

Step 4 of 5: Remove Administration from Recipient

Selecting the appointment record takes you to the appointment details screen.
Click **REMOVE THIS ADMINISTRATION** in the top right corner to clear the record of the **VACCINE ADMINISTRATION** from CVMS.

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Healthcare
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Remove this Administration

Change Vaccine Inventory

Change Recipient

DETAILS

RELATED

Case Number

09123120

Account Name

TestLoc_UAT1

Name

Test Removal

Appointment DateTime

6/25/2021, 2:36 PM

Date and Time of Vaccination

6/25/2021, 2:36 PM

Adverse Reaction Consent

☒

Schedule Dose2 Followup Email

☐

Cancellation Reason

Cancellation Description

Vaccine Status

Dose 1 Administered

Vaccine

Pfizer-BioNTech (6 doses/vial) (25 MDV) COVID-19 Vaccine

Vaccine Inventory

EHR Vaccine

Lot #

10021

Vaccine Dosage

First Dose

Injection Site

Left Deltoid

Route

Intramuscular (IM)

Administered By

Steve DiGangi

On Behalf of (Clinician)

Step 5 of 5: Confirm Vaccine Administration Removal

A pop-up box will appear.

- 1. Verify the details of the vaccine administration that you intend to remove
- 2. Select a required **REMOVAL REASON** from the drop-down list
- 3. Enter an optional **REMOVAL DESCRIPTION** to elaborate on the vaccine administration removal
- 4. Click **CONFIRM**
- 5. When the final confirmation screen appears, select **SAVE**
- 6. The vaccine administration data will be removed from the recipient's record, and the vaccine inventory record will be credited by one available dose

Audience

Healthcare
Location
Manager

Tips

The status of the recipient will be reverted to their previous status, (e.g., 'Dose 1 Administered' will revert to 'Dose 1 Cancelled').

Remove this Administration

Vaccine:
Pfizer-BioNTech (6 doses/vial) (195 MDV) COVID-19 Vaccine

Vaccine Inventory:
Lot 1234567 - exp 1/1/2022

Vaccine Dosage:
Second Dose

Lot #:
1234567

Injection Site:
Left Deltoid

On Behalf of (Clinician):
Darrell Lee

Route:
Intramuscular (IM)

Date and Time of Vaccination:
8/20/2021, 11:54 AM

Adverse reaction Consent:
true

IsVaccineCertificateGenerated:
true

Administered By:
Steve DiGangi

* Removal Reason

Administration recorded in error

Removal Description:
Accidentally recorded administration when it did not occur

Upon clicking confirm, it will clear out these fields.

Cancel

Confirm

Confirmation

Clicking save will update the following: Remove Vaccination Details. Update Status of this Recipient. Credit one (1) Available Dose back to the Vaccine Inventory/Lot.

Cancel

Save


--None--

Duplicate

Administration recorded in error

EHR data error

Other



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Enter an Additional Dose Administration

Additional Dose Considerations

When selecting which dose the recipient is receiving, you have the option of choosing **ADDITIONAL DOSE**. The **ADDITIONAL DOSE** selection should be used when a recipient is getting any administration of a COVID-19 vaccine **AFTER THE SECOND DOSE**. If you select **ADDITIONAL DOSE** for a recipient who does not have a Dose 2 recorded in CVMS, you will see a warning message appear at the top of the screen.


A recipient may receive a vaccine administration of **DOSE 1**, **DOSE 2**, and multiple **ADDITIONAL DOSE** administrations until there are **SIX** total administrations. Once they have received each of those administrations, they will not be able to book another appointment or log another vaccine administration.

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
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Warning

Please verify the recipient has received their Second Dose before choosing Additional Dose.

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Vaccination Details

* Injection Site

--Select Injection Site--

Dose 1

Dose 2

Additional Dose Selected

Medical History

Apointment Test

DOB: Jun 8, 2005

Age: 16

Gender

Male

Additional Dose Considerations

Citing emerging evidence showing that some people who are immunocompromised experienced a reduced immune response to the initial COVID-19 vaccine series, the CDC is providing as of **AUGUST 17, 2021**, the following interim clinical consideration on giving additional doses of COVID-19 vaccines:

- Additional doses **ARE RECOMMENDED** for recipients who are moderately to severely immunocompromised, including those who have:
 1. Been receiving active cancer treatment for tumors or cancers of the blood
 2. Received an organ transplant and are taking medicine to suppress the immune system
 3. Received a stem cell transplant within the last 2 years or are taking medicine to suppress the immune system
 4. Moderate or severe primary immunodeficiency (such as DiGeorge syndrome, Wiskott-Aldrich syndrome)
 5. Advanced or untreated HIV infection
 6. Active treatment with high-dose corticosteroids or other drugs that may suppress your immune response
- The additional dose of mRNA COVID-19 vaccine should be administered **AT LEAST 28 DAYS** after the second dose of Pfizer or Moderna vaccine.
- The additional mRNA COVID-19 vaccine dose should be the **SAME mRNA VACCINE PRODUCT** as the initial 2-dose mRNA COVID-19 primary vaccine series (Pfizer-BioNTech or Moderna). If the mRNA COVID-19 vaccine product given for the first two doses is not available, the other mRNA COVID-19 vaccine product may be administered. A person should not receive more than three mRNA COVID-19 vaccine doses.
- The current guidance applies only to mRNA vaccines and **DOES NOT APPLY** to the J&J/Janssen vaccine.

Audience

Healthcare
Provider

Healthcare
Location
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Tips

Please review the CDC website at <https://www.cdc.gov/coronavirus> for the most up-to-date information regarding the guidance for additional doses.

For more detailed clinical guidance, please visit: <https://www.cdc.gov/vaccines/covid-19/clinical-considerations/covid-19-vaccines-us.html>

Enter Dose Administration Records Out of Order

Out of Order Dose Considerations

On rare occasions, a recipient will already have the vaccine administration details logged for a second dose before the first dose has been entered into CVMS. When that occurs, the vaccinating provider can retroactively log the first dose.

The screenshot shows the NCDHHS CVMS Provider Portal interface. At the top, there's a navigation bar with 'Home', 'Recipient', 'Appointments', 'Locations', and 'Bulk Registration'. Below this is a 'Vaccination Log' table with columns for 'Dose Details', 'Date & Time', 'Administered By', and 'On Behalf Of (Cli...)'. A row in the log shows 'Second Dose' with a date of 'Sep 7, 2021, 01:27:52 ...' and 'Steve DiGangi' as the administrator; this row is highlighted with a red box. Below the log is the 'Vaccination Details' section. It includes a dropdown for 'Injection Site' (currently showing '--Select Injection Site--'), three buttons for 'Dose 1', 'Dose 2', and 'Additional Dose' (with 'Dose 1' highlighted by a red box), radio buttons for 'Route' (Intramuscular (IM), Subcutaneous (SQ), Intradermal (ID)), and fields for 'Date and Time of Vaccination' (Date: Sep 7, 2021, Time: 1:28 PM).

To log the **DOSE 1** vaccine administration details:

1. Use the **APPOINTMENT WALK-IN TOOL** to book an appointment for the recipient
2. Begin logging vaccine administration details, and select the **DOSE 1** button (the **DOSE 2** button will be grayed out, and **DOSE 2** details will appear at the top of the screen)
3. Correct the date and time to the date of administration
4. Verify the other vaccine administration details, and submit the administration

Audience

Healthcare
Provider

Healthcare
Location
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Statewide
Location
Manager

Tips

This same process may be used to log a **DOSE 2** if an **ADDITIONAL DOSE** has already been logged.

Do NOT enter in vaccine administration details for a vaccine dose that your location did not administer.

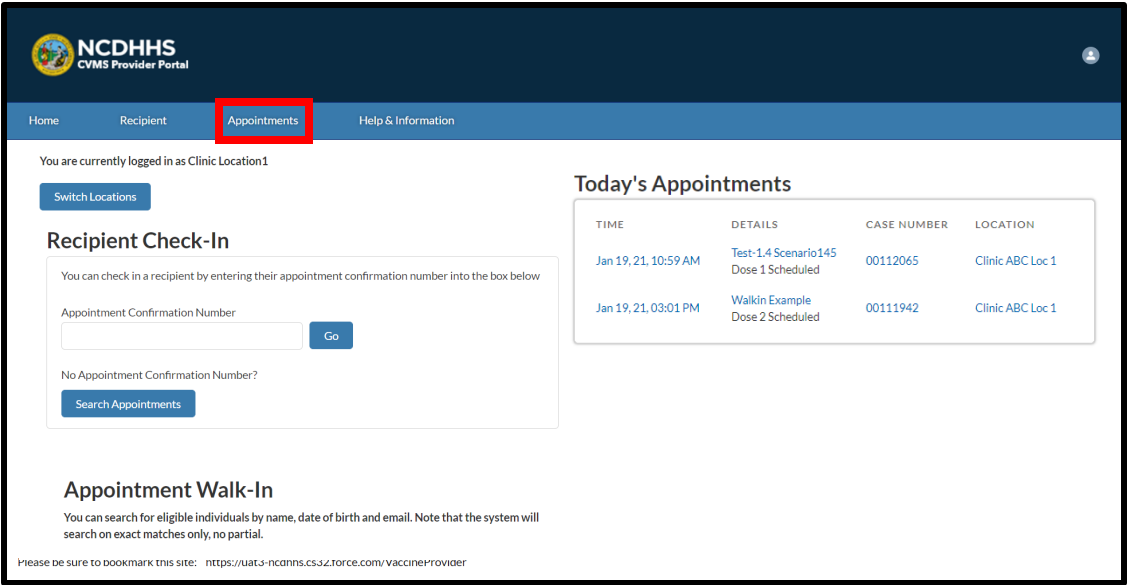
Cancel an Existing Appointment

Step 1 of 5: Navigate to the Appointments Tab

The process to cancel an existing appointment for a recipient begins on the **APPOINTMENTS** tab.

NOTE: There are a few scenarios that may result in an automatic cancellation. First, if a recipient is manually added to **TODAY'S APPOINTMENTS** but does not complete their appointment within 72 hours, the appointment will be **AUTOMATICALLY** cancelled, and their Dose Status will update to **DOSE 1 CANCELLED, DOSE 2 CANCELLED, or ADDITIONAL DOSE CANCELLED**). The second scenario occurs if a recipient creates multiple scheduled appointments (for example at different locations in hopes of being vaccinated as quickly as possible). If a recipient has multiple appointments, all the remaining appointments will be automatically cancelled as soon as one of the appointments is changed to a **DOSE 1 ADMINISTERED, DOSE 2 ADMINISTERED, OR ADDITIONAL DOSE ADMINISTERED** status.

- 1. Navigate to the **APPOINTMENTS** tab



Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Tips

Providers using CVMS Direct (EHR integration) may also notice cancelled appointments appearing in the system. Those appointments are created during the integration process and will be automatically cancelled and marked as **DUPLICATE** as they are a replica of the scheduled appointment.

Step 2 of 5: Search for the recipient

- 1. You can use the **SEARCH APPOINTMENTS** field to search for the recipient by **NAME**
- 2. Set the **FROM** and **TO** fields to include the date of the appointment that needs to be cancelled (the field will default to the current date)
- 3. Click **SEARCH**

Audience

Healthcare
Provider

Healthcare
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Home

Recipient

Appointments

Help & Information

You are currently logged in as Clinic Org1

Appointments

All Appointments

3 items

Search Appointments

Search by Name, Location, Vaccine Status

Search Case/Confirmation Number

From

2021-04-01

To

Status

--- None ---

Search

Reset

3 records found.

<input type="checkbox"/>	Case	Confirmati...	Date	Time	Recipient ...	DOB	Location	Cancellatio...	Vaccine ...	Status
<input type="checkbox"/>	03499186		Apr 12, 2021	1:11:27 PM	Walkin Example	1965-12-12			Dose 1 Schedul...	New
<input type="checkbox"/>	03499652		Apr 12, 2021	6:07:01 PM	Steve Rodger	2000-01-01			Dose 1 Schedul...	New
<input type="checkbox"/>	03499746	d75449mzu5.1	Apr 12, 2021	7:00:00 PM	Peter Parker	2000-03-03			Dose 1 Schedul...	New

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Step 3 of 5: Locate the Appointment to Cancel

After clicking search, the existing **APPOINTMENTS** will populate underneath the Appointments List View.


- 1. Locate the correct **RECIPIENT** who needs an appointment cancelled
- 2. Verify the recipient's identity
- 3. Select the checkbox to the left of the recipient's name
- 4. Select the **CANCEL APPOINTMENT** button

Audience

Healthcare Provider

Healthcare Location Manager

Statewide Location Manager



NCDHHS
CVMS Provider Portal

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You are currently logged in as Clinic Org1

Appointments

All Appointments

3 items

Cancel Appointment

Search Appointments

Search Case/Confirmation Number

From

To

Status

Search by Name, Location, Vaccine Status

2021-04-01

--- None ---

Search

Reset

3 records found.

<input type="checkbox"/>	Case	Confirmati...	Date	Time	Recipient ...	DOB	Location	Cancellatio...	Vaccine ...	Status
<input checked="" type="checkbox"/>	03499186		Apr 12, 2021	1:11:27 PM	Walkin Example	1965-12-12			Dose 1 Schedul...	New
<input type="checkbox"/>	03499652		Apr 12, 2021	6:07:01 PM	Steve Rodger	2000-01-01			Dose 1 Schedul...	New
<input type="checkbox"/>	03499746	d75449mzu5.1	Apr 12, 2021	7:00:00 PM	Peter Parker	2000-03-03			Dose 1 Schedul...	New

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Step 4 of 5: Cancel the Appointment

Selecting the **CANCEL APPOINTMENT** button will initiate a pop-up window to appear on the screen.

- 1. Input a **CANCELLATION REASON** from the drop-down menu (you may optionally add a cancellation description in the free text field)
- 2. Select the **CANCEL APPOINTMENT** button

Home

Recipient

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You are currently logged in as

Appointments

All Appointments

3 items

Cancel Appointments

DATE	TIME	RECIPIENT NAME	DOB	PROVIDER LOCATION	CANCELLATION REASON	CANCELLATION DESCRIPTION
Apr 12, 2021	01:11 PM	Walkin Example	1965-12-12	Clinic Org1	<div>choose one...<div>choose one...<div>Recipient did not show up</div><div>Recipient Pre Appointment Cancellation</div><div>Insufficient Inventory</div><div>Recipient Refusal</div><div>Duplicate</div></div></div>	

Cancel Appointment

Status

--- None ---

Search

Reset

Status

▼

New

▼

Case

▼

☒

03499186

Apr 12, 2021

1:11:27 PM

Walkin Example

1965-12-12

1 Schedul...

New

▼

☐

03499652

Apr 12, 2021

6:07:01 PM

Steve Rodger

2000-01-01

Dose 1 Schedul...

New

▼

☐

03499746

d75449mzu5.1

Apr 12, 2021

7:00:00 PM

Peter Parker

2000-03-03

Dose 1 Schedul...

New

▼

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Step 5 of 5: Confirm the Appointment is Cancelled

The recipient should no longer have their appointment booked. If the recipient’s appointment was for today, the recipient should no longer appear on the **TODAY’S APPOINTMENTS** tool.



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You are currently logged in as Clinic Location1

[Switch Locations](#)

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

[Go](#)

No Appointment Confirmation Number?

[Search Appointments](#)

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Jan 19, 21, 10:59 AM	Test-1.4 Scenario145 Dose 1 Scheduled	00112065	Clinic ABC Loc 1

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

View Appointment / Cancellation History

To view a record of a recipient’s appointment history, navigate to the Recipient tab, locate the recipient’s record, and select **RELATED** tab. The recipient’s appointment records will appear. Selecting an appointment record will bring up the details of that appointment, including a **CANCELLATION REASON** if applicable.

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

*NOTE: If an appointment was cancelled automatically, the **CANCELLED BY SYSTEM VIA BATCH JOB** field will be checked.*

Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

Person Account

Mr. Test Data

Register

Birthdate

Gender
Male

Mobile

Email

Recipient Dose Status
Dose 1 Canceled

DETAILS

RELATED

Appointments (2)

Appointment	Date and Time of Vaccination	Vaccine Status	Vaccine
08705594		Dose 1 Canceled	
08705593		Registered	

View All

Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

Shipments

More

DETAILS

RELATED

Remove this Administration

Change Vaccine Inventory

Change Recipient

Case Number
08705594

Account Name
[Clinic location1](#)

Name
[Test Data](#)

Appointment Date/Time
4/21/2021, 4:18 AM

Date and Time of Vaccination

Adverse Reaction Consent

Schedule Dose2 Followup Email

Cancellation Reason
Duplicate

Cancellation Description

Canceled by System via Batch Job

Vaccine Status
Dose 1 Canceled

Vaccine

Vaccine Inventory

Lot #

Vaccine Dosage

Injection Site

Route

Administered By


On Behalf of (Clinician)

Mark a Recipient as Deceased

Step 1 of 5: Navigate to the Recipients Tab

Providers can mark a recipient as deceased within CVMS to ensure that no further system-generated communications are sent to the deceased recipient’s email address.

- 1. Navigate to the **RECIPIENT** tab



Home

Recipient

Appointments

Help & Information

You are currently logged in as Clinic Location1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Please be sure to bookmark this site: <https://uat3-ncdhhs.cs3.zforce.com/vaccinerprovider>

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Jan 19, 21, 10:59 AM	Test-1.4 Scenario145 Dose 1 Scheduled	00112065	Clinic ABC Loc 1
Jan 19, 21, 03:01 PM	Walkin Example Dose 2 Scheduled	00111942	Clinic ABC Loc 1

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

Step 2 of 5: Search for the Recipient

- 1. Enter the deceased recipient's **NAME** (first name and last name) in the search bar
- 2. To help narrow results, enter the recipient's **DATE OF BIRTH** or **EMAIL ADDRESS** in the appropriate field

***Note:** The Date of Birth field can only be used if there is a name or email address in the search bar, and cannot be used by itself*


- 3. Click **SEARCH**
- 4. Click the name of the **DECEASED RECIPIENT**

Audience

Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager



NCDHHS
CVMS Provider Portal

Home

Recipient

Appointments

Help & Information

Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Search


Recipients within CVMS

1 records found

First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Pro...	Recipient Do...	Date of Adm...	Email	Inactive Rea...
Deceased		Recipient	Jan 1, 1922	Male		Dose 1 Scheduled			

Step 3 of 5: Edit Recipient Record

- 1. Click the pencil icon next to the **MARK INACTIVE** field




Home

Recipient

Appointments

Help & Information

 Person Account

Deceased Recipient

Register

Schedule First Dose Appointment

Vaccine Group

Group 2

Recipient Dose Status

Dose 1 Scheduled

DETAILS

RELATED

Account Name

Deceased Recipient

Gender

Male

Race

White

Employer

Vaccine Group

Group 2

Vaccination Status

Registered

Disabilities

Not Disabled

Other Disability

Birthdate

1/1/1922

Ethnicity

Not Hispanic or Latino

Recipient Dose Status

Dose 1 Scheduled

Mark Inactive?

☐

Inactive Reason

Preferred Language

English

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Step 4 of 5: Mark Recipient as Deceased

- 1. Check the box under the **MARK INACTIVE** field
- 2. From the drop-down menu for **INACTIVE REASON**, select **DECEASED**

*Account Name

Salutation

--None--

First Name

Deceased

Middle Name

*Last Name

Recipient

Suffix

*Gender

Male

*Race

White

Employer

Search Accounts...

Vaccine Group

Group 2

Vaccination Status

Registered

*Birthdate

1/1/1922

*Ethnicity

Not Hispanic or Latino

Recipient Dose Status

Dose 1 Scheduled

Mark Inactive?

☒

Inactive Reason

Deceased

Mark Inactive?

☒

Inactive Reason

Deceased

--None--

☒ Deceased

Bad Data

Duplicate

Inactive Reason

Bad Data

You do not have permission to specify this Inactive reason.
Please confirm the selection.

Note: If you select **BAD DATA** or **DUPLICATE** you will receive an error message.

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Tips

If a recipient record needs to be marked inactive because it is either bad data or a duplicate of another record, please submit a request through the **CVMS HELP DESK PORTAL** at https://ncgov.servicenowserVICES.com/csm_vaccine.

Step 5 of 5: Confirm Update

- 1. After updating the recipient's record to **DECEASED**, a pop-up message appears asking you to confirm that the information has been validated
- 2. On the Recipient tab, the deceased recipient will now show **DECEASED** in the **INACTIVE REASON** column

You have marked this record as Deceased. Please check this information has been validated.

OK

Home Recipient Appointments Help & Information

Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Deceased

Email , John@j.com

Date of Birth (optional), MM/DD/YYYY

Search

Recipients within CVMS

1 records found

First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Pro...	Recipient Do...	Date of Adm...	Email	Inactive Rea...
Deceased		Recipient	Jan 1, 1922	Male		Dose 1 Scheduled			Deceased

Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

Review Recipient Vaccination Report

Step 1 of 2: Navigate to the Reports Tab

Healthcare Location Managers may also run a report in the CVMS Provider Portal that shows a roll-up of recipient vaccination information at your location. Vaccine administration data can be reviewed directly in CVMS or can be exported as a .CSV file to Microsoft Excel.

- 1. Navigate to the **REPORTS** tab
- 2. Select **ALL REPORTS**
- 3. Click **RECIPIENT VACCINATION REPORT**

Home Recipient Appointments Locations Bulk Registration Vaccine Inventory Vaccine Marketplace Shipments More

For assistance with field definitions for the Reports below, please visit the Help & Information tab and view the Dictionary for Provider Reports help articles.

Reports

All Reports

10 items

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent						
Created by Me						
Private Reports						
All Reports	Marketplace Inquiries	All Inquiries created for various Vaccine Marketplace 'Seek Transfer Match Requests'	Provider Reports	Copado Integration Use	7/16/2021, 4:11 AM	
FOLDERS	Recipient Vaccination Report	This report shows the completed vaccine administration details for the current logged in user's location(s).	Provider Reports	George Jaramillo	1/31/2021, 11:08 PM	
All Folders						

Audience

Healthcare
Location
Manager

Tips

To learn more on using reports in **CVMS**, please check the **Step 5 – Navigate the CVMS Provider Portal User Guide** at <https://covid19.ncdhhs.gov/vaccines/providers/covid-19-vaccine-management-system-cvms-steps-providers#step-6---navigate-the-cvms-provider-portal>.

Step 2 of 2: Review Recipient Vaccination Report

- 1. Sort, filter, or review the report as needed
- 2. Click **EXPORT** if you would like to download the data into a spreadsheet

Audience

Healthcare
Location
Manager

Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

Vaccine Marketplace

Shipments

More

Report: Appointments with Accounts and Contacts
Recipient Vaccination Report
This report shows the completed vaccine administration details for the current logged in user's location(s).

Export

<input type="checkbox"/> Account Name: Account Name ↑	<input type="checkbox"/> Account Name: Provider PIN ↑	<input type="checkbox"/> Date and Time of Vaccination ↓	<input type="checkbox"/> Contact Name: Account Name: Last Name	<input type="checkbox"/> Contact Name: Account Name: First Name	<input type="checkbox"/> Contact Name: Birthdate
<input type="checkbox"/> Solutions Loc1 (48)	0922 (48)	7/25/2021 (1)	NewRecipient	Jackie	11/13/19
		Subtotal			
		7/21/2021 (1)	AdminTest	Vaccine	5/22/19
		Subtotal			
		6/28/2021 (1)	NewRecipient	Jon	11/5/19
		Subtotal			
		6/17/2021 (1)	Test	Jane	11/7/19
		Subtotal			
		6/11/2021 (1)	NewRecipient	Jon	11/5/19
		Subtotal			
		6/4/2021 (1)	Test	Jill	1/1/19
		Subtotal			
		6/2/2021 (1)	Test	Jill	1/1/19

☐ Account Name: Account Name ↑

☐ Account Name: Provider PIN ↑

☐ Date and Time of Vaccination ↓

☐ Contact Name: Account Name: Last Name

☐ Contact Name: Account Name: First Name

☐ Contact Name: Birthdate

☐ Solutions Loc1 (48)

0922 (48)

7/25/2021 (1)

Row Counts

☒

Detail Rows

☒

Subtotals

☒

Grand Total

☒

Checking-in a Recipient at the Front-desk (Locations that enabled the scheduling feature in CVMS)

For information on how to enable the scheduling feature in CVMS, please refer to the **Step 9 – Invite Recipients to Self-Schedule Their Appointments User Guide** at <https://covid19.ncdhhs.gov/vaccines/providers/covid-19-vaccine-management-system-cvms-steps-providers>

Check-In Recipients with Scheduled Appointments

Method 1: Begin Vaccine Administration through Today's Appointments

There are three methods to begin the **VACCINE ADMINISTRATION** process.


The provider who will administer the COVID-19 vaccine can select the Recipient under **TODAY'S APPOINTMENTS** on the **HOME PAGE** which will begin the **VACCINE ADMINISTRATION** process.

- 1. Click on the **RECIPIENT'S NAME** to begin the Vaccine Administration
- 2. Begin **VACCINE ADMINISTRATION**

Audience

Healthcare
Provider

Healthcare
Location
Manager



Home

Recipient

Appointments

Help & Information

You are currently logged in as Clinic ABC Loc 1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Jan 19, 21, 03:01 PM	Walkin Example Dose 2 Scheduled	00111942	Clinic ABC Loc 1
Jan 19, 21, 03:55 PM	Test-1.4 Scenario8 Dose 1 Scheduled	00111940	Clinic ABC Loc 1
Jan 19, 21, 04:00 PM	VaccineAdmin Test Dose 1 Scheduled	00112070	Clinic ABC Loc 1

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Method 2: Enter the Appointment Confirmation Number


Alternatively, you can begin the **VACCINE ADMINISTRATION PROCESS** by entering the Recipient's **APPOINTMENT CONFIRMATION NUMBER** that they received after scheduling their appointment online using the scheduling feature in CVMS.

- 1. Enter the **APPOINTMENT CONFIRMATION NUMBER** under the Recipient Check In tool
- 2. Click **GO** to begin the **VACCINE ADMINISTRATION**

Audience

Healthcare
Provider

Healthcare
Location
Manager



Home Recipient Appointments Help & Information

You are currently logged in as Clinic ABC Loc 1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Jan 19, 21, 03:01 PM	Walkin Example Dose 2 Scheduled	00111942	Clinic ABC Loc 1
Jan 19, 21, 03:55 PM	Test-1.4 Scenario8 Dose 1 Scheduled	00111940	Clinic ABC Loc 1
Jan 19, 21, 04:00 PM	VaccineAdmin Test Dose 1 Scheduled	00112070	Clinic ABC Loc 1

Method 3: Check In the Recipient in the Appointment Tab

Lastly, the **VACCINE ADMINISTRATION** process can begin from the **APPOINTMENTS TAB**.

- 1. Navigate to the **APPOINTMENTS TAB**
- 2. Find the **CORRECT APPOINTMENT BOOKING** for the Recipient you would like to begin the Vaccine Administration for
- 3. Click the drop-down arrow to the right of their name
- 4. Select **CHECK IN** to begin **VACCINE ADMINISTRATION**

Audience

Healthcare
Provider

Healthcare
Location
Manager

Home

Recipient

Appointments

Help & Information

You are currently logged in as County General Hospital - Chicago ER

Appointments

All Appointments

20 items

Search Appointments

Search by Name, Location, Vaccine Status

Search Confirmation Number

From

2021-03-09

To

Status

New

Search

Reset

<input type="checkbox"/>	Case	Confirmation...	Date	Time	Recipient Na...	DOB	Location	Vaccine Status	Status	
<input type="checkbox"/>	03113939	gcdspjfp9n.1	Mar 9, 2021	8:00:00 AM	Wonder Woman	1940-05-05	County General H...	Dose 1 Scheduled	New	▼
<input type="checkbox"/>	03113941	k6nxju95p.1	Mar 9, 2021	9:00:00 AM	NWW	1980-01-01	County General H...	Dose 1 Scheduled	New	Check In
<input type="checkbox"/>	03113973	njt65uisi7.1	Mar 9, 2021	12:00:00 PM	Thomas Reece Fl...	1991-03-10	County General H...	Dose 1 Scheduled	New	Book Second Dose

Schedule a First Dose Appointment

Step 1 of 8: Search for the Recipient Record

As a provider, you can schedule a first dose appointment using the scheduling feature in CVMS. To do so, **you must first confirm that the recipient is registered in CVMS.**

Once confirmed, you can begin the scheduling process from the CVMS Provider Portal.

NOTE: An **ADDITIONAL DOSE** can only be scheduled by providers using the Appointment Walk-in Tool, and cannot be scheduled by recipients themselves.

- 1. To begin, click the **RECIPIENT** tab
- 2. **SEARCH FOR THE RECIPIENT** with their name and/or date of birth
- 3. Confirm their Recipient Dose Status is **REGISTERED**
- 4. If the recipient is registered, **open the recipient record**

Audience

Healthcare
Provider

Healthcare
Location
Manager

Tips

For guidance on how to confirm if a recipient is registered in CVMS (and how to register them if they are not), please reference the **Recipient Point of Care** section of this user guide.

Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

More

Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex: John Smith) and date of birth.

valeria newman

Date of Birth (optional), MM/DD/YYYY

Search

Recipients within CVMS

First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Group	Recipient Dose S...	Email
Valeria		Newman	May 31, 1954	Female	Group 1	Registered	valerianewman@mail...

Recipients from Long Term Care Facilities

First Name	Last Name	Date of Birth	Gender	Dose Number
------------	-----------	---------------	--------	-------------

Step 2 of 8: Begin Scheduling the First Dose Appointment

Once you confirm that you opened the correct Recipient record, make sure that the **recipient's preferred method of contact is up to date**, or the recipient will not receive an appointment confirmation notification.

- 1. Click the **SCHEDULE FIRST DOSE APPOINTMENT** button in the upper right corner

Audience

Healthcare
Provider

Healthcare
Location
Manager

Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

More

Person Account
Valeria Newman

Register

Schedule First Dose Appointment

Vaccine Group

Group 1

Recipient Dose Status

Registered

DETAILS

RELATED

Account Name

Valeria Newman

Birthdate

5/31/1954

Gender

Female

Ethnicity

Hispanic or Latino

Step 3 of 8: Click Schedule First Dose

Continue into the scheduling feature in CVMS by clicking, **Schedule First Dose**.

CVMS Provider Portal

Home

Recipient

Appointment

Person Account

Valeria Newman

Vaccine Group

Group 1

Recipient Dose Status

Registered

DETAILS

RELATED

Account Name

Valeria Newman

Birthdate

5/31/1954

Gender

Ethnicity

Schedule First Dose Appointment

Schedule first dose appointment:

Schedule First Dose

Cancel

Audience

Healthcare
Provider

Healthcare
Location
Manager

Step 4 of 8: Search for Location and click, See Availability

A new tab will open and direct you to select a location.

- 1. Search using an **ADDRESS OR ZIP CODE**
- 2. Select a location and click **SEE AVAILABILITY**

YOU HAVE A
SPOT.

TAKE YOUR
SHOT.

Find a location

Enter an address below to find a vaccination center near you

Enter an address or zip code

Search ...

[Use your current location](#)

Continue

YOU HAVE A
SPOT.

TAKE YOUR
SHOT.

Select location

Locations nearest to Wilkesboro, NC 28697, USA [Change](#)

Caldwell County Health Department
📍 25.55 miles away
📍 2345 Morganton Blvd Suite B, Lenoir, North Carolina 28645 828-426-8400
🕒 Open 9am - 4:15pm Mon-Thu

See all availability

Audience

Healthcare
Provider

Healthcare
Location
Manager

Step 5 of 8: Select an Appointment Date and Time

You will be prompted to select a date and time for the selected location. Only days with available appointments will appear enabled on the calendar.

- 1. Select an **AVAILABLE DATE**
- 2. Select an **AVAILABLE APPOINTMENT TIME**

Select a date & time

2345 Morganton Blvd Suite B, Lenoir, North Carolina 28645 828-426-8400 [Change](#)

1 Appointment 1

Choose a date and time

March 2021

Sun

Mon

Tue

Wed

Thu

Fri

Sat

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

31

6 appointments available

For Tuesday March 16, 2021

2:45pm

3:00pm

3:15pm

3:30pm

3:45pm

4:00pm

Continue

Audience

Healthcare
Provider

Healthcare
Location
Manager

Tips

If you need to change the location of the appointment, click the Change button at the top of the page.

Step 6 of 8: Confirm Appointment Details

Review the appointment details before moving forward. If you need to select a new date and time, you can click the X button to select a new appointment for the same location.

- 1. Click **CONTINUE**

Select a date & time

2345 Morganton Blvd Suite B, Lenoir, North Carolina 28645 828-426-8400 [Change](#)

✓

Appointment 1

Tuesday March 16 4:00PM, 2021

X

Continue

< Back

Audience

Healthcare
Provider

Healthcare
Location
Manager

Tips

If you need to change the location of the appointment, this is the last page where you will be able to do so.

Click the Change button at the top of the page.

Step 7 of 8: Click Complete Appointment

The recipient's details are already saved from their registration.

- 1. Scroll down, click **COMPLETE APPOINTMENT**

YOU HAVE A
SPOT. TAKE YOUR
SHOT.

Please provide the information below

Legal First Name

James

Middle Name (optional)

Legal Last Name

Harden

Address

123 Test Dr

City

Raleigh

County

Wake

State

North Carolina

Zip Code

27609

Best way to contact you (Email will allow you to access your vaccine information in the COVID-19 Vaccine Portal.)

☒ Email

☐ SMS/Text

☐ Both

☐ None

Date of Birth

Month

Day

Year

1

1

1980

Race

Native Hawaiian or Other Pacific Islander

Ethnicity

☐ Hispanic or Latino

☒ Not Hispanic or Latino

☐ Unknown

☐ Declined to State

Gender

☐ Female

☒ Male

☐ Decline to Specify

☐ Other

☐ Unknown

Complete Appointment

Back

Need support?

You may call the COVID-19 vaccine help center at (888)-675-4567, Monday through Friday from 7 a.m. until 7 p.m., and on Saturday and Sunday from 8 a.m. until 4 p.m.

Audience

Healthcare
Provider

Healthcare
Location
Manager

Step 8 of 8: Review Appointment Confirmation

Once the appointment is complete, the recipient will receive an appointment confirmation via email and / or text/SMS if they provided contact information. It is important that the recipient note their appointment confirmation code and details if they did not provide a preferred method of contact.

1. Review the **APPOINTMENT CONFIRMATION** details

YOU HAVE A
SPOT.

TAKE YOUR
SHOT.

✓

The Appointment is Scheduled.
Your confirmation code is
fack36f3bs
and an email has been sent to

Appointment Details

Appointment 1

Tuesday March 16 4:00PM, 2021
Caldwell County Health Department
2345 Morganton Blvd Suite B, Lenoir, North Carolina 28645 828-426-8400

First Name

Valeria

Middle Name

Last Name

Newman

Address

123 Main ST.

City

Wilkesboro

County

Wilkes

State

North Carolina

Zip Code

28679

Appointment Confirmed
Thank you for scheduling an appointment to receive your COVID-19 vaccine! Your vaccination appointment has been successfully scheduled. Please show this code when you check in for your appointment.

Confirmation Code

fack36f3bs

Recipient: Valeria Newman

Appointment 1

Tuesday March 16 2021 at 04:00PM
Caldwell County Health Department
2345 Morganton Blvd Suite B, Lenoir, North Carolina 28645 828-426-8400

Instructions

- Please arrive 15 minutes before your scheduled time.
- Please bring a printed copy of this email or have it ready on your mobile phone. You will need so you can provide to give your confirmation number to the vaccinating provider at check-in.

Notes

Please add us to your safe sender list to make sure you receive emails from us about your appointment.

Additional information

Visit YourSpotYourShot.nc.gov for accurate information about the COVID-19 vaccines. To slow the spread of COVID-19 and save lives, continue to practice the 3 Ws: We wear a mask, wait

Audience

Healthcare
Provider

Healthcare
Location
Manager

Tips

Recipients will receive an appointment confirmation to the email address and / or phone number provided with their confirmation code and instructions (screenshot on the right).

If they did not select a preferred method of contact, they should make note of their appointment details.

Schedule a Second Dose Appointment

Method 1 - Step 1 of 3: Book Second Dose at Time of First Dose Administration

If a **RECIPIENT** used the scheduling feature in CVMS to book their first appointment and received a vaccine product that requires a second dose, the final page of the **VACCINE ADMINISTRATION** process will display a button labeled **BOOK SECOND DOSE**.

Second dose appointments use the same **AVAILABILITY SCHEDULE** as first dose appointments.

NOTE: An **ADDITIONAL DOSE** can only be scheduled by providers using the Appointment Walk-in Tool, and cannot be scheduled by recipients themselves.

1. To begin, click the **BOOK SECOND DOSE** button

✓

✓

○

Schedule Follow Up

Second Dose Disclaimer

The COVID-19 vaccine requires a booster dose 21 days after your initial dose.

Schedule Second Dose Appointment

Schedule second dose appointment for confirmation number: r5r9naxiek.

Book Second Dose

Medical History

Wonder Woman

DOB: May 5, 1940

Age: 80

Gender

Other

Race

Other

Ethnicity

Unknown

Audience

Healthcare
Provider

Healthcare
Location
Manager

Tips

Healthcare Providers will only see this option for Recipients who booked their first dose appointment through the scheduling feature in CVMS.

Method 2 - Step 1 of 3: Book Second Dose After First Dose Administration

You may choose to book a second dose appointment after first dose vaccine administration.

- 1. To begin, navigate to the **LOCATIONS** tab
- 2. Find the **DOSE 1 ADMINISTERED** appointment
- 3. Open the menu and click **SCHEDULE SECOND DOSE**

Audience

Healthcare
Provider

Healthcare
Location
Manager

Tips

Schedule the **SECOND DOSE APPOINTMENT** while the recipient is on-site to confirm that you have availability at the planned appointment time.

Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

More

You are currently logged in as Clinic Location1

Appointments

All Appointments

8 items

Search Appointments

dose 1 administered

Search Case/Confirmation Number

From

2021-03-23

To

Status

--- None ---

Search

Reset

Cancel Appointment

<input type="checkbox"/>	Case	Confirmati...	Date	Time	Recipient ...	DOB	Location	Vaccine St...	Status
<input type="checkbox"/>	03046357	bnddk1of1j.1	Mar 23, 2021	2:05:09 AM	JJ Gillian	1950-03-10	Sked Test Loc56	Dose 1 Admini...	Closed
<input type="checkbox"/>	03045857	r1cmdjn3r5.1	Mar 23, 2021	2:10:34 AM	jenn G yu	1996-09-06		Dose 1 Admini...	Check In
<input type="checkbox"/>	03046413	r7cqf4rwoo.1	Mar 23, 2021	2:11:55 AM	Jennifer G Yu	1998-09-06	TESTCrunkLoc...	Dose 1 Admini...	Schedule Second Dose

Step 2 of 3: Select a Date and Time

The scheduling feature in CVMS will appear in a new tab and will **default to the same location as the first dose** appointment. If the recipient needs to change the location, the new provider location must book the appointment for the recipient.

1. Select a date for the second dose

NOTE: The first available date for a second dose is based upon the product the recipient received for their first dose (21 days or 28 days). For example, if a recipient was vaccinated with Pfizer with a recommended 21-day interval for their second dose, the earliest possible appointment for their second dose would be 21 days after their first dose. However, the recipient should be scheduled as close to the recommended interval as possible.

2. Select an available time slot for the second dose

Schedule Dose 2

2110 Blue Ridge Rd, Raleigh, North Carolina 27607 [Change](#)

Now that you have received your first dose, please choose a time for your follow up appointment.

2

Appointment 2

Choose a date and time

April 2021

Sun

Mon

Tue

Wed

Thu

Fri

Sat

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

9 appointments available

For Sunday April 11, 2021

8:00am

9:00am

10:00am

11:00am

12:00pm

1:00pm

2:00pm

3:00pm

4:00pm

Complete Appointment

< Back

Audience

Healthcare
Provider

Healthcare
Location
Manager

Tips

You will not be able to schedule an appointment too early. The scheduling feature in CVMS will show you the correct timeline for the vaccine your recipient received.

Step 3 of 3: Confirm Appointment

Now, you will complete the 2nd dose appointment booking.

- 1. Click **COMPLETE APPOINTMENT**
- 2. Review the details of the scheduled appointment
- 3. The recipient will only receive a reminder notification if they provided an email and/or phone number and agreed to reminders when they scheduled their 1st dose appointment

Schedule Dose 2

2110 Blue Ridge Rd, Raleigh, North Carolina 27607 [Change](#)

Now that you have received your first dose, please choose a time for your follow up appointment.

✓

Appointment 2

Thursday April 15 9:00AM, 2021

✕

Complete Appointment

< Back

✓

The Appointment is Scheduled.

Your confirmation code is

r5r9naxiek.

and an email has been sent to

ch*****@gmail.com

Appointment Details

Location

County General Hospital - Chicago ER

Location address

2110 Blue Ridge Rd, Raleigh, North Carolina 27607

Appointment 2: Date and time

Thursday April 15 9:00AM, 2021

Email

ch*****@gmail.com

Audience

Healthcare
Provider

Healthcare
Location
Manager

Tips

You will not be able to change the location of the appointment through the appointment confirmation email.

You must cancel the appointment and the new location must schedule the appointment for the recipient.


The confirmation code for the 2nd dose appointment is the same as the confirmation code for the 1st dose appointment.

Search Scheduled Appointments

Step 1 of 5: Navigate to Appointments Tab

Periodically, you may want to verify how many appointments have been scheduled for a specific day or period. Searching for upcoming appointments can be done from the Appointments Tab.

- 1. To begin, navigate to the **APPOINTMENTS** tab.



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You are currently logged in as Clinic Location1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
------	---------	-------------	----------

Audience

Healthcare
Provider

Healthcare
Location
Manager

Step 2 of 5: Review and Plan Appointments for the Day

You will first need to enter a date range.

- 1. Enter the specific dates in the two fields **FROM** and **TO**
- 2. Click **SEARCH**

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You are currently logged in as County General Hospital - Chicago ER

Appointments

All Appointments

9 items

Search Appointments

Search Confirmation Number

From

2021-03-10

To

2021-03-10

Status

--- None ---

Search

Reset

Case

Confirmation N...

Date

Time

Recipient Name

DOB

Location

Vaccine Status

Status

<input type="checkbox"/>	03113945	r137tzquwk.1	Mar 9, 2021	6:39:41 AM	test test	1999-09-09	County General Hos...	Dose 1 Administered	Closed
<input type="checkbox"/>	03113949	n5k31u3179.1	Mar 9, 2021	7:03:00 AM	sked1 testuser	1989-10-03	County General Hos...	Dose 1 Administered	Closed
<input type="checkbox"/>	03113952	n5k31u3179.2	Mar 9, 2021	7:49:50 AM	sked1 testuser	1989-10-03	County General Hos...	Dose 2 Administered	Closed
<input type="checkbox"/>	03113943	fp316c8jc3.1	Mar 9, 2021	8:00:00 AM	Wonder Woman	1940-05-05	County General Hos...	Dose 1 Canceled	Canceled
<input type="checkbox"/>	03113939	gcdspjfp9n.1	Mar 9, 2021	8:00:00 AM	Wonder Woman	1940-05-05	County General Hos...	Dose 1 Scheduled	New
<input type="checkbox"/>	03113941	k6nxju95p.1	Mar 9, 2021	9:00:00 AM	N W W	1980-01-01	County General Hos...	Dose 1 Scheduled	New
<input type="checkbox"/>	03113960	drch74hi6.1	Mar 9, 2021	9:17:35 AM	sked2 testuser	1999-12-19	County General Hos...	Dose 1 Administered	Closed
<input type="checkbox"/>	03113973	njt65uisi7.1	Mar 9, 2021	12:00:00 PM	Thomas Reece Flowers	1991-03-10	County General Hos...	Dose 1 Scheduled	New
<input type="checkbox"/>	03113797	391nxsq8t.1	Mar 9, 2021	6:30:55 PM	Wonder Woman	1940-05-05	County General Hos...	Dose 1 Scheduled	New

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Audience

Healthcare
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Healthcare
Location
Manager

Tips

The number of appointments will show at the top left of the page.

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Step 3 of 5: Search by Name, Location, or Vaccine Status

In the **SEARCH APPOINTMENT** field, you can search including recipient name, location name, or vaccine status. If multiple locations are available, you can enter the location name. Vaccine statuses include **DOSE 1 (or 2 or ADDITIONAL DOSE) SCHEDULED**, or **DOSE 1 (or 2 or ADDITIONAL DOSE) ADMINISTERED**.

- 1. Enter the keyword in the **SEARCH APPOINTMENTS** field
- 2. Click **SEARCH**
- 3. Click **RESET** to restore the standard view

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Healthcare
Provider

Healthcare
Location
Manager

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You are currently logged in as County General Hospital - Chicago ER

Appointments

All Appointments

4 items

Search Appointments

Dose 1 Scheduled

Search Confirmation Number

From

2021-03-09

To

2021-03-09

Status

--- None ---

Search

Reset

Cancel Appointment

<input type="checkbox"/>	Case	Confirmation N...	Date	Time	Recipient Name	DOB	Location	Vaccine Status	Status	
<input type="checkbox"/>	03113939	gcdspjfp9n.1	Mar 9, 2021	8:00:00 AM	Wonder Woman	1940-05-05	County General Hos...	Dose 1 Scheduled	New	
<input type="checkbox"/>	03113941	k6nxju95p.1	Mar 9, 2021	9:00:00 AM	N W W	1980-01-01	County General Hos...	Dose 1 Scheduled	New	
<input type="checkbox"/>	03113973	njt65uisi7.1	Mar 9, 2021	12:00:00 PM	Thomas Reece Flowers	1991-03-10	County General Hos...	Dose 1 Scheduled	New	
<input type="checkbox"/>	03113797	391nxsq8t.1	Mar 9, 2021	6:30:55 PM	Wonder Woman	1940-05-05	County General Hos...	Dose 1 Scheduled	New	

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Step 4 of 5: Search by Using Recipient's Confirmation Number

For locations that enable the scheduling feature in CVMS, **recipients that book an appointment will be sent a unique confirmation code for their appointment.** You can search for a specific recipient's appointment using this confirmation code.

- 1. Enter the confirmation code in the field labeled **SEACH CONFIRMATION NUMBER** field
- 2. Click **SEARCH**

Audience

Healthcare
Provider

Healthcare
Location
Manager

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You are currently logged in as County General Hospital - Chicago ER

Appointments

All Appointments

1 items

Search Appointments

Search by Name, Location, Vaccine Status

Search Confirmation Number

gcdspjfp9n.1

From

2021-03-09

To

2021-03-09

Status

--- None ---

Search

Reset

<input type="checkbox"/>	Case	Confirmation N...	Date	Time	Recipient Name	DOB	Location	Vaccine Status	Status
<input type="checkbox"/>	03113939	gcdspjfp9n.1	Mar 9, 2021	8:00:00 AM	Wonder Woman	1940-05-05	County General Hos...	Dose 1 Scheduled	New

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Step 5 of 5: Search by Appointment Status

Another helpful view is Appointment Status over to the right. Options include:

- New – recipients with an upcoming appointments
- Closed – scheduled recipients that completed their appointment
- Canceled – appointment canceled either by the recipient or by the provider

1. Select STATUS
2. Click **SEARCH**

Audience

Healthcare
Provider

Healthcare
Location
Manager

Tips

Search using the **NEW** status filter to quickly see which appointments were booked overnight.

Recipients can cancel their appointment in CVMS directly through a link included in the confirmation email or the text message.

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Vaccine Inventory

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You are currently logged in as County General Hospital - Chicago ER

Appointments

All Appointments

4 items

Cancel Appointment

Search Appointments

Search Confirmation Number

From

To

Status

Search

Reset

<input type="checkbox"/>	Case	Confirmation N...	Date	Time	Recipient Name	DOB	Location	Vaccine Status	Status	
<input type="checkbox"/>	03113945	r137tzquwk.1	Mar 9, 2021	6:39:41 AM	test test	1999-09-09	County General Hos...	Dose 1 Administered	Closed	
<input type="checkbox"/>	03113949	n5k31u3179.1	Mar 9, 2021	7:03:00 AM	sked1 testuser	1989-10-03	County General Hos...	Dose 1 Administered	Closed	
<input type="checkbox"/>	03113952	n5k31u3179.2	Mar 9, 2021	7:49:50 AM	sked1 testuser	1989-10-03	County General Hos...	Dose 2 Administered	Closed	
<input type="checkbox"/>	03113960	drch74hii6.1	Mar 9, 2021	9:17:35 AM	sked2 testuser	1999-12-19	County General Hos...	Dose 1 Administered	Closed	

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Cancel Scheduled Appointments

Step 1 of 5: Navigate to Appointments Tab

If a scheduled appointment needs to be cancelled, you can cancel it and notify the recipient of the reason for cancellation.

To begin, navigate to the **APPOINTMENTS** tab.



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You are currently logged in as Clinic Location1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
------	---------	-------------	----------

Audience

Healthcare
Provider

Healthcare
Location
Manager

Step 2 of 5: Search for the Recipient by Name, Appointment Date, Confirmation Code, and/or Vaccine Status

You will first need to find the appointment you wish to cancel. You can search using the recipient's name or confirmation code as well as filter by the date and/or status.

- 1. Search for the appointment(s) you need to cancel

Audience

Healthcare
Provider

Healthcare
Location
Manager

Home

Recipient

Appointments

Help & Information

You are currently logged in as Clinic Org1

Appointments

All Appointments

3 items

Search Appointments

Search Case/Confirmation Number

From

2021-04-01

To

Status

--- None ---

Search

Reset

3 records found.

<input type="checkbox"/>	Case	Confirmati...	Date	Time	Recipient ...	DOB	Location	Cancellatio...	Vaccine ...	Status	
<input type="checkbox"/>	03499186		Apr 12, 2021	1:11:27 PM	Walkin Example	1965-12-12			Dose 1 Schedul...	New	
<input type="checkbox"/>	03499652		Apr 12, 2021	6:07:01 PM	Steve Rodger	2000-01-01			Dose 1 Schedul...	New	
<input type="checkbox"/>	03499746	d75449mzu5.1	Apr 12, 2021	7:00:00 PM	Peter Parker	2000-03-03			Dose 1 Schedul...	New	

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Step 3 of 5: Cancel Up to 20 Appointments

You can cancel up to 20 appointments at a time.

- 1. Click the checkbox at left of the appointments you wish to cancel (up to 20)
- 2. Click the **CANCEL APPOINTMENT** button in the upper right.

Home

Recipient

Appointments

Help & Information

You are currently logged in as Clinic Org1

Appointments

All Appointments

3 items

Cancel Appointment

Search Appointments

Search Case/Confirmation Number

From

To

Status

Search

Reset

3 records found.

<input type="checkbox"/>	Case	Confirmati...	Date	Time	Recipient ...	DOB	Location	Cancellatio...	Vaccine ...	Status	
<input checked="" type="checkbox"/>	03499186		Apr 12, 2021	1:11:27 PM	Walkin Example	1965-12-12			Dose 1 Schedul...	New	
<input type="checkbox"/>	03499652		Apr 12, 2021	6:07:01 PM	Steve Rodger	2000-01-01			Dose 1 Schedul...	New	
<input type="checkbox"/>	03499746	d75449mzu5.1	Apr 12, 2021	7:00:00 PM	Peter Parker	2000-03-03			Dose 1 Schedul...	New	

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Audience

Healthcare
Provider

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Manager

Tips

The ability to cancel 20 appointments at a time can be particularly helpful if you have a capacity issue and need to quickly cancel some appointments for the day that cannot be reassigned.

Step 4 of 5: Provide Cancellation Reason and Cancel Appointment

If the appointment was made through the scheduling feature in CVMS *and* the Recipient opted “in” for receiving text and/or email notifications, they will be notified of the cancellation.

- 1. Input a reason for cancelling the appointment(s) from the drop-down menu (you may optionally add a cancellation description in the free text field)
- 2. Click the **CANCEL APPOINTMENT** button to confirm the cancellation

Note: *If the recipient did not sign up for text and/or email notifications as their preferred method of contact, they will not know that the appointment has been cancelled.*


Audience

Healthcare
Provider

Healthcare
Location
Manager

Tips

You may want to follow up with a call to the recipient even if they have signed up to receive notifications just to make sure they saw the cancellation.



NCDHHS
CVMS Provider Portal

Home

Recipient

Appointments

Help & Information

You are currently logged in as

Appointments

All Appointments

3 items

Cancel Appointments

DATE	TIME	RECIPIENT NAME	DOB	PROVIDER LOCATION	CANCELLATION REASON	CANCELLATION DESCRIPTION
Apr 12, 2021	01:11 PM	Walkin Example	1965-12-12	Clinic Org1	<div>choose one...<div>choose one...<div>Duplicate</div><div>Recipient Pre Appointment Cancellation</div><div>Insufficient Inventory</div><div>Recipient Refusal</div></div></div>	

Cancel Appointment

Status

--- None ---

Search

Reset

Status

Case

03499186

Apr 12, 2021

1:11:27 PM

Walkin Example

1965-12-12

Dose 1 Scheduling

New

03499652

Apr 12, 2021

6:07:01 PM

Steve Rodger

2000-01-01

Dose 1 Scheduling

New

03499746

d75449mzu5.1

Apr 12, 2021

7:00:00 PM

Peter Parker

2000-03-03


Dose 1 Scheduling

New

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Step 5 of 5: View Appointment / Cancellation History

To view a record of a Recipient’s appointment history, navigate to the Recipient tab, locate the Recipient’s record, and select **RELATED** tab. The Recipient’s appointment records will appear. Selecting an appointment record will bring up the details of that appointment, including a **CANCELLATION REASON** if applicable.

Home

Recipient

Appointments

Help & Information

Person Account

Walkin Example

Eligibility Status

Approved

Priority

Phase 1a

Recipient Dose Status

Dose 1 Canceled

DETAILS

RELATED

Appointments (2)

Appointment	Date and Time of Vaccin...	Vaccine Status	Vaccine
00111719		Dose 1 Canceled	
00111716		Registered	

Home

Recipient

Appointments

Help & Information

DETAILS

RELATED

Account Name

Clinic ABC Loc 1

Contact Name

Walkin Example

Appointment DateTime

1/13/2021, 3:59 PM

Cancellation Reason

RECIPIENT CANCELLED

Vaccine Status

Dose 1 Canceled

Vaccine

Vaccine Inventory

Injection Site

Audience

Healthcare
Provider

Healthcare
Location
Manager

Tips

You may need to reschedule the appointment if the recipient has not already received their vaccination. **If they did *not* sign up for the text and/or email notifications, they will not receive a booking confirmation.**

Automatic Cancellations

- There are a few scenarios that may result in an automatic cancellation:
 - 1 - If a Recipient appears in **TODAY'S APPOINTMENTS** (either through the Appointment Walk-In process or due to a scheduled appointment) but does not complete their appointment within 72 hours, the appointment will be **AUTOMATICALLY** cancelled, and their Dose Status will update to **DOSE 1 (or 2 or ADDITIONAL DOSE) CANCELLED**.
 - 2 - If a Recipient creates multiple appointments (for example at different locations in hopes of being vaccinated as quickly as possible), all the remaining appointments will be automatically cancelled as soon as one of the appointments is changed to a **DOSE 1 (or 2) ADMINISTERED** status.
 - 3 - Providers using CVMS Direct (Electronic Health Record system integration with CVMS) may also notice cancelled appointments appearing in the system. Those appointments are created during the integration process and will be automatically cancelled and marked as **DUPLICATE** as they are a replica of the scheduled appointment.

Audience

Healthcare
Provider

Healthcare
Location
Manager





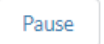
Appendix

CVMS Steps For Providers

- ✓ Step 1 - Register your organization
- ✓ Step 2 - Register each vaccine location and all prescribing providers who will administer vaccine
- ✓ Step 3 - Obtain NCID credentials
- ✓ Step 4 - Create user accounts for your organization's CVMS users
- ✓ Step 5 - Navigate the CVMS Provider Portal
- ✓ Step 6 - Receive and manage vaccine inventories
- ✓ Step 7 - Add locations to the find a vaccine location website
- ✓ Step 8 - Invite recipients to register in the COVID-19 Vaccine Portal
- ✓ Step 9 - Invite recipients to self-schedule their appointments (optional)
- ✓ Step 10 - Check-in recipients and document vaccination

Additional Notes

Key Items:

- **Hyperlinks** appear as light blue and will provide additional information or navigation.
- *** Asterisks** are used to denote required information.
-  A Toggle can be clicked to see selectable options.
-  A Pen can be clicked to make edits to the field.
-   Navigation Buttons can be clicked on to progress to the “next” or the “previous” step in a task.
-  A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

Contact Information:

- All questions should be directed to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine.

Supported Web Browsers:

- Please use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers to access CVMS.
- For more information on supported browsers, see https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5
- Note: Internet Explorer and Edge (non-Chromium) browsers are not compatible with CVMS.

User Guide Change Log (1 on 3)

Version	Date of Change	Changes Made	Author
1	12/1/2020	<ul style="list-style-type: none"> Initial document 	Azalea Troche
2	12/18/2020	<ul style="list-style-type: none"> Added Create Recipient, Register Recipient sections, updated Process Flow, added Generic Employer List, eligibility criteria Added Patient Verification and Screening page, Removed mention of Adverse Reaction Annotation, clarified On Behalf Of (Clinician), added Schedule Follow-up Page Updated Process for recipients that are not Eligible yet / Not Approved 	Steve DiGangi
3	1/15/2021	<ul style="list-style-type: none"> Updated instructions for Creating Recipient Updated Screenshots Updated instructions for Appointment Booking (select a location) Updated Understanding How Recipient Eligibility Status is Determined Section Removed any mention of the 2 CVMS Help Desk emails. Added CVMS Help Desk Portal information Added "What to do if a Recipient received their first dose through a LTC/Pharmacy" section Added Cancelling an Existing Appointment Section Updated screenshots to include updated branding, Appointments tab, Second Dose warning label, and new Vaccine Route Included information about recipients who may receive a first dose outside of CVMS 	Steve DiGangi Courtney Seward
4	1/26/2021	<ul style="list-style-type: none"> Added in Updated Priority Group Tiering Logic Corrected Priority Tiering Screenshots Added screenshots to include Location Switcher button Added Location Switcher button explanation section Added new section: Edit Vaccine Administration Details After Submission Added new section: Edit Vaccine Administration Recipient 	Steve DiGangi
5	2/9/2021	<ul style="list-style-type: none"> Added new section on Editing Recipient Registration Information Updated section titles in TOC 	Steve DiGangi
6	3/4/2021	<ul style="list-style-type: none"> Added information about single-dose products Updated eligibility branding to Vaccine Group Removed priority tiering logic and eligibility visibility Removed eligibility branding to replace with Vaccine Group Updated screenshots to correct branding (DOB & Middle name fields, vaccine group) 	Steve DiGangi

User Guide Change Log (2 on 3)

Version	Date of Change	Changes Made	Author
7	3/10/2021	<ul style="list-style-type: none"> Updated Overview slide Updated branding to include Recipient Check-In tool Updated Cancelling an Existing Appointment section Added Appointment Confirmation Number usage Added Book Second Dose Appointment section Created new section to cover scheduled appointments 	Steve DiGangi
8	4/16/2021	<ul style="list-style-type: none"> Removed explanations on 2nd dose appointment cancellations Removed Eligibility definition Updated branding to remove Vaccine Group and add date/product of vaccination Added search by email address in Recipient tab Added Cancellation changes for 24-hour automatic cancel after a no-show, automatic cancellation if there are duplicate appointments, and cancel reason picklist Added new section on marking recipient deceased Removed slide concerning inactive Vaccine Groups Updated Cancellation branding with picklist Removed guidance to enter recipient demographic information from 1st dose appointment booking 	Steve DiGangi
9	5/05/2021	<ul style="list-style-type: none"> Updated branding to change "Long term care/federal pharmacy programs" fields Added Generate PDF button 	Kaitlin Gates
10	5/16/2021	<ul style="list-style-type: none"> Updated Cancel Appointment section to show if an appointment was cancelled automatically Added updated QR code to PDF 	Steve DiGangi
11	6/13/2021	<ul style="list-style-type: none"> Updated screenshot of registration form Updated auto-cancellation rule to reflect 72-hour cancellation after no-show appointments 	Steve DiGangi
12	6/30/2021	<ul style="list-style-type: none"> Added Address Line 2 field Updated branding of screenshots Added Remove Vaccine Administration section Added note about being unable to blank-out information on a vaccine administration in an effort to remove the record 	Steve DiGangi

User Guide Change Log (3 on 3)

Version	Date of Change	Changes Made	Author
13	07/30/2021	<ul style="list-style-type: none"> Consolidated user guides and updated links Rewrote user guide overview Added ability to book, administer, cancel, and view 3rd doses (known as Additional Dose on the Vaccine Administration page) Added information on logging Dose 1 administration after Dose 2 has already been logged Removed 'Proof of Vaccination' tab as Vaccine Information PDF is now used Added section on Report Vaccine Information 	Steve DiGangi
14	08/17/2021	<ul style="list-style-type: none"> Added new CDC guidance regarding additional doses 	Steve DiGangi
15	8/26/2021	<ul style="list-style-type: none"> Updated reason for Vaccine Administration removal 	Steve DiGangi
16	9/10/2021	<ul style="list-style-type: none"> 16-17: Updated Appointment Walk-in DOB Format 51: New consent language for Vaccine Administrations 52-53: Updated language for FDA-Approved Pfizer vaccine 54, 76, 77, 94: Updated Vaccination Log Screenshots and explanation 91-92: Revised guidance on Additional Doses up to 6 total administrations 	Steve DiGangi